



**JOB DESCRIPTION**

**POST:** Housing Services Manager

**DEPARTMENT:** Housing Management

**REPORTING TO:** Housing Management Lead (Income and Sustainment)

**RESPONSIBLE FOR:** Tenancy Sustainment Officers  
Home Ownership Officers  
Administration Support Officers

**GRADE:** 6

**MAIN JOB PURPOSE:**

As the Housing Services Manager, you will play a pivotal role in managing the central and shared services within the wider Housing Management team. You will ensure that central and shared functions support other teams within the wider housing management team. Your ability to coordinate and integrate these functions will be vital in maintaining a cohesive and supportive environment. This position offers a unique opportunity to significantly impact the effectiveness of our housing services and to develop and improve the services provided to our tenants. The role is varied and is responsible for:

- The **Tenancy Sustainment service** - identifying and addressing tenant needs such as financial inclusion, hoarding, self-neglect, and complex needs. Your role will be crucial in ensuring the delivery of services that sustain tenancies, tackle financial exclusion, and address social issues, ultimately resulting in positive outcomes for tenants and the council.
- **Home Ownership and Leaseholder services**, including the right to buy, shared ownership, staircasing and resales, leasehold service charges, consultation, and dispute resolution. Your expertise will ensure that these services are delivered smoothly and meet the needs of our tenants and leaseholders. An important aspect of your role will be being involved in the setting and recovery of service charges. You will ensure that these charges are appropriate, reasonable, and effectively communicated to tenants and leaseholders, fostering transparency and trust.
- The **Housing Allocations Team**, overseeing incoming email traffic, processing terminations, liaising with other departments to ensure a quick void turn around,

advertising, shortlisting and letting of empty homes. Your leadership will be key in maintaining efficient and effective operations across the board.

In addition:

1. **Performance** take responsibility for achieving personal targets and objectives
2. **Maintain Digital Systems:** Ensure digital filing and data systems are accurate, confidential, and secure, following instructions and retention periods, and complying with GDPR regulations. Utilise Microsoft Office and other software to maintain records, collaborate with others and produce documents.
3. **Adhere to Policies and procedures:** Perform all duties in line with Babergh and Mid Suffolk District Councils' policies and procedures.
4. **Promote Tenant Engagement:** Encourage tenant involvement in the housing service and work with the tenant involvement team to achieve this.
5. **Collaborate Across Services:** Work with colleagues from Housing and other services to ensure effective communication, integrated services, and efficient resource use.
6. **Represent the Council:** Act as an ambassador for the organisation, embodying its values and representing the council positively.
7. **Champion Equality and Diversity:** Demonstrate the council's commitment to equality and diversity and work to combat social housing stigma.
8. **Commit to Professional Development:** Take responsibility for your professional growth by engaging in learning and development activities to enhance effectiveness and job performance.
9. **Adapt to Changing Needs:** Undertake additional duties as required to meet the evolving needs of the council.
10. **Ensure Safety and Safeguarding:** Report any safeguarding concerns or issues that might place tenants, colleagues, or other agencies at risk of harm immediately.
11. **Prioritise Health and Safety:** Take personal responsibility for your health, safety, and welfare, as well as that of colleagues and the public.
12. **Data protection** handle personal data lawfully, fairly, and transparently in accordance with the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA 2018).

## **DUTIES AND RESPONSIBILITIES:**

1. To lead and manage the team and be responsible for the recruitment, supervision, appraisal, and development of staff.
2. To ensure that key performance targets are set, monitored and achieved for the delivery of the service. and measure added value through robust performance management.
3. Encourage and provide training and development opportunities to ensure that staff can fulfil their potential in their roles.
4. Manage performance, capability and conduct in accordance with BMSDC policies, procedures and values.
5. Responsible for delegated financial budgets and resources ensuring they are allocated effectively for the delivery of high-quality services.
6. Managing projects/programmes in a complex organisation to deliver organisational change and benefits.
7. Amplifying the customer's voice and ensure that it is at the centre of decision making. Use tenant insight and feedback to develop the service and improve tenant satisfaction.
8. Taking ownership and responsibility for any service-related complaints within timescales and ensure that the customer experience of the process is positive. Identify lessons learned and implement improvements.
9. Take personal responsibility for improving tenant satisfaction with services within area of service and/or specialism.
10. Collect, collate and report financial and performance monitoring information as required, and annually for audit purposes.
11. Respond to FOI requests within timescales.
12. Present and explain complex information to a range of audiences (members, tenants, parish councils, partner organisations etc.) in a format suitable for the audience.
13. Ensure compliance with Health and safety legislation and regulations is managed and monitored, whilst establishing a holistic culture of safety across the housing service.

- 14. Investigate H&S incidents and near-misses and prevent recurrences.
- 15. Undertake risk assessments of all activities, implement procedures and ensure they are complied with by relevant staff.

**Additional information**

- a) Does this job require a DBS check? **No**
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils’ statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. **Yes**
- c) The Post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and Subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace and automatically disqualifying them from standing for or holding elected office, **No**

*This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post’s main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.*

**PERSON SPECIFICATION**

**The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.**

<p><b>REQUIREMENTS</b> The postholder must be able to demonstrate:</p>	<p><b>MEASURED BY:</b> A Application form I Interview T/P Test/Presentation</p>
<p><b>EDUCATION/TRAINING</b> (Academic, vocational/professional and other training)</p>	
<p>To hold or be working towards a CIH Level 4 qualification in Housing.</p> <p>Those without the qualification will need to have an equivalent housing qualification or higher or commit to be enrolled within 12 months of appointment to achieve the qualification. They must</p>	

<p>also have extensive experience of social housing, community engagement, and an awareness of the issues affecting residents and their wider communities.</p> <p>IOSH Managing Safely</p> <p>Training or qualification in supervision, management and leadership or equivalent experience.</p> <p>A full current driving licence and use of a car, due to the rural nature of the districts.</p>	<p>A/I/T/P</p>
<p><b>KNOWLEDGE &amp; EXPERIENCE</b> (e.g. report writing, office experience, Microsoft office)</p>	
<ul style="list-style-type: none"> <li>a) Possess a detailed understanding of the legislative frameworks and statutory requirements relating to Housing Management and experience of applying it in the management of tenancies.</li> <li>b) Experience of managing staff and diverse teams, driving performance and achieving results.</li> <li>c) Project management experience.</li> <li>d) Experience of leading staff through change, knowledge of underpinning theory and approaches.</li> <li>e) Experience of working in a social housing organisation or local authority.</li> <li>f) Detailed knowledge of the current issues affecting the social housing sector, changing legislation and regulatory standards and how they relate to the service and leadership in housing.</li> <li>g) Ability to interpret complex information or situations and to solve problems.</li> <li>h) A detailed understanding of rent-setting policy and service charges.</li> <li>i) Understanding of Universal Credit and Housing Benefit regulations.</li> </ul>	<p>A/I/T/P</p>

<ul style="list-style-type: none"> <li>j) Experience of managing complex tenancy and social issues including, hoarding, self-neglect and other safeguarding issues.</li> <li>k) Understanding of the issues affecting tenants, including issues relating to diversity and protected characteristics to provide an inclusive and accessible services and outcomes.</li> <li>l) Experienced in handling customer complaints and resolving challenging situations and disputes whilst always treating tenants fairly and with respect.</li> </ul>	
<p><b>SKILLS/ATTRIBUTES</b>  <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i></p>	
<ul style="list-style-type: none"> <li>(a) Approachable, empathetic, and professional when managing staff and handling tenant enquiries and complaints</li> <li>(b) Able to dynamically risk-assess and critically evaluate situations objectively, and problem-solve under pressure.</li> <li>(c) Exceptionally strong analytical skills and a clear communicator - capable of constructing and delivering clear ideas and concepts concisely and accurately for diverse audiences.</li> <li>(d) Highly effective diplomacy, mediation and coaching skills. Able to consider and show respect to for the views and opinions of others, and challenge respectfully and constructively.</li> <li>(e) Able to influence, negotiate, and persuade key stakeholders with an aptitude to focus on the key issues quickly and clearly.</li> <li>(f) Ability and confident to represent the councils and present information to diverse audiences</li> <li>(g) Confidence in lone working in the community and undertaking home visits</li> <li>(h) Ability to take a flexible approach to the role and pick up work outside of one’s own specialism.</li> <li>(i) Able to work as part of a team and to lead from the front</li> </ul>	<p>A/I/T/P</p>

<ul style="list-style-type: none"> <li>(j) Able to build and maintain effective relationships with internal and external stakeholders</li> <li>(k) Excellent IT skills, adept with Microsoft Office products, and able to adapt to new computer systems</li> <li>(l) Excellent organisation skills, able to prioritise and manage own workload, handling competing demands in a pressurised environment with minimal supervision</li> <li>(m)Willingness to undertake training, undertake reflective practice and take personal responsibility for continuous professional development.</li> <li>(n) Commitment to abide by the CIH Professional Standards and Code of Ethics</li> <li>(o) Understanding of GDPR and data protection, with the ability to ensure compliance and promptly report any data breaches</li> <li>(p) A current driving licence and use of a car.</li> </ul>	
<p>Empowering, valuing and developing our people</p> <p>Valuing our customers</p> <p>Being open and honest</p> <p>Taking ownership</p> <p>Being ambitious</p>	<p>A/I/T/P</p>
<b>EQUALITY AND DIVERSITY</b>	
<p>Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).</p>	<p>A/I/T/P</p>



# Our Values

...we believe in



				
<b>OUR CUSTOMERS</b>	<b>BEING AMBITIOUS</b>	<b>TAKING OWNERSHIP</b>	<b>BEING OPEN and HONEST</b>	<b>OUR PEOPLE</b>

We empower, value and develop our people to work together as one dynamic and efficient team.	We care about delivering high quality, customer-focused outcomes with our communities and partners.	We are open, transparent and truthful.	We take pride in our work and take responsibility for our actions.	We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.
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