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| **Job title:**  | **Allocations Manager** |
| **Reports to:** | **Head of Housing**  |
| **Perm or contract:** | **Permanent** |
| **Full-time or part-time:** | **Full-time** |
| **Location:** | **Manchester Office** |

**About Golden Lane Housing Limited**

Golden Lane Housing Limited is a Community Benefits Society who works with people with a learning disability to provide supported housing around which they can build their lives and to help tackle the immense challenges that people with a learning disability face in finding a home.

**Our vision**: Our vision is a world where everyone with a learning disability has opportunities to access good quality housing that meets their needs.

**Our values:**

* **Caring:** we support our tenants and colleagues and help them to achieve goals.
* **Listening:** we involve tenants in the review and design of housing services.
* **Honesty:** we build trust with tenants and families with fairness.
* **Reliable:** we are dependable and trusted to keep our standards and commitments.
* **Creative:** we work together in many different ways for great results

**About the role**

This role is fully accountable for leading in the delivery of GLH’s allocation management, and the management and monitoring of agreements with third parties and associated services to tenants. A key element of these responsibilities includes meeting performance targets and outcomes, quality assurance, compliance with GLH policies and procedures and regulatory and legal requirements. The role will manage a team, which provides advice and services to customers and support to operational teams and other service areas in GLH.

The role has responsibility for the accurate collation, recording and reporting of relevant data and performance information, reporting evidence of all activities to the Head of Housing. The ability to interpret, analyse, report upon, and set targets against management information and data is an essential part of the accountability of the role and will determine the objectives for the team to improve service and reduce costs.

**Responsibilities**

* Overall responsibility for allocating accommodation, ensuring services are compliant with GLH, regulatory and legal requirements and that any non-compliance is quickly identified, escalated, and managed using sound judgement to accurately verify quality performance using the application of agreed business unit criteria
* Ensures a high level of internal reporting on voids, void periods, void action plans, and void losses
* Delivers high levels of customer satisfaction to agreed targets for all stakeholders are achieved ensuring all complaints and critical incidents are effectively investigated, with responses and actions arising from these being completed within agreed timescales
* Ensures appropriate Key Performance Indicators and Operational Performance Indicators are in place and reported on monthly
* Ensures a full set of efficient team processes are in place and mitigates to avoid single points of failure
* Supports the Head of Housing in driving a performance achieving culture, through ensuring people are carrying out their roles to the highest possible standard and that they understand the key priorities and measures for success
* Leads, manages, motivates and supports Allocations team to deliver contractual service and ensures processes are effectively managed to maximise income collection and tenant satisfaction
* Ensures allocation and void functions i.e., void monitoring and review, allocation of tenancies, liaison with tenants, families, local authorities and support providers, and queries are all carried out effectively, on time and to a high standard
* Ensures the team is working with the tenant’s network of support to provide a high level of service delivery, and is the lead liaison with local authorities and support providers
* Responsibility to ensure agreed income levels are achieved and expenditure is appropriate in line with agreed budget
* Minimises financial loss and maximises income through ensuring empty bedspaces are appropriately invoiced for and income received
* Minimises risk through negotiated service and nomination agreements with stakeholders and monitors and reviews agreements to ensure compliance.
* Works with Development Manager to support planned growth and ensure asset, tenant and associated data is competed for new services
* Undertakes honest review of performance and uses feedback and coaching skills to motivate individuals and teams to perform to their potential
* Controls and monitors flow of business-critical information, verifying and checking for validity of data
* Identified and manages risks implementing appropriate mitigation plans.

**Candidate requirements**

* Member of Chartered Institute of Housing or working towards with min Level 3 Certificate in Housing
* Knowledge of the Landlord and Tenant Law and other relevant Housing law
* Experience of working in social housing sector
* Understanding of housing void and allocation management
* Knowledge of housing Regulation and Consumer Standards
* Experience of management and financial management processes
* Experience of contract management, and performance monitoring
* Experience and ability to lead, coach, developing, and motivate teams
* Strong financial management skills
* Analysis and sound decision-making skills
* Highly IT literate
* We expect leaders to have an interest in and desire to know more about learning disability and role model this to their teams