|  |  |
| --- | --- |
| **Job title:**  | **Regional Housing Manager (South)** |
| **Reports to:** | **Head of Housing** |
| **Perm or contract:** | **Permanent** |
| **Full-time or part-time:** | **Part-time** |
| **Location:** | **Home Based with Car Allowance** |

**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 holder is fully accountable for managing and leading in the delivery of GLH’s housing management function, achievement of Operational Performance Indicators and landlord services to tenants across a defined geographical area.

Key elements of the role include responsibility for core housing management activities including quality assurance, compliance with GLH policies and procedures and regulatory and legal requirements. The role holder will manage a team of housing officers and a Senior Housing Officer providing services and advice to tenants, customers and stakeholders and support to other teams in GLH by delivering a high performance, outcome focussed culture, which will sustain and develop the services GLH provides aligned to the corporate plan, providing a high quality, caring and efficient housing service.

The role holder has responsibility for the accurate collation recording and reporting of relevant data and 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**

* Ensures housing management services are compliant with GLH, regulatory and legal requirements and that any non-compliance is quickly identified, escalated, and managed
* Ensures monthly OPIs are achieved and any concerns raised early to the Head of Housing
* Reviews and amends procedures via an agreed programme to ensure they remain fit for purpose for the team
* Follows a monthly programme of meeting with Support Providers and Commissioning Leads to ensure a more proactive approach to service delivery and relationship building
* Ensure monthly compliance is achieved by the team
* Budget holder for Service Charges, ensuring these remain fit for purpose in meeting the needs of tenants and are within budget
* Responsible for monitoring the relationship with the Support Provider through the use of the Service Level Agreement, ensuring these are in place for every scheme
* Responsible for monitoring the contractual relationship with providers delivering estate management services to tenants
* Ensures high levels of customer satisfaction to agreed targets for tenant and 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 tenant wellbeing and safeguarding is at the centre of their and their teams work through a programme of tenant contact through visits, phone calls, and other mediums.
* Provides a housing management service to tenants providing support and advice to tenants and their network of support to help achieve successful maintenance of their tenancy
* Responsibility to manage anti-social behaviour and including agreeing and implementing action plans to remedy including legal action.
* Ensures the team is working with the tenant’s network of support including families to provide a high level of service delivery, and is the lead liaison with local authorities and support providers
* Advocates outstanding customer service and performance improvement to ensure professional outcomes for our tenants and customers by working collaboratively with colleagues across the organisation
* Responsible for ensuring expenditure is appropriate and in line with agreed budget and able to demonstrate value for money
* Responsible for project management on agreed key areas of the operational delivery plan
* Works with the Development Manager to support planned growth and ensure effective handover of new services into housing management
* Provides guidance and support to GLH nominated out of hours provider as an out of hours point of contact.
* Ensure compliance with organisational requirements for Data Protection, risk management, Safeguarding, Health & Safety and other legal and statutory requirements
* Identifies 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
* Full UK Driving Licence
* Knowledge of and interest in learning disabilities
* Skilled in building positive relationship with partnerships
* Ability to lead coach and motivate, influence, and negotiate at all levels
* Strong management and financial skills with experience of setting and managing budgets
* Knowledge of current housing regulation and legislation and experience of managing a range of operational housing services
* Experience of contract management, and performance monitoring
* Experience of risk management and developing business growth.
* Proven ability to lead and build successful teams