

JOB PROFILE

Job Title:	Local Housing Manager	Band	Band 10 - £42,838 - £47,181 p.a.
Department / Service:	Portsmouth Homes (Local Authority Housing)	Directorate	Housing Neighbourhood & Building Services

Job Purpose:

(i.e. Context & summary of why the role exists)

The Social Housing Sector has seen considerable change in the last 2 years with the addition of new and revised regulation including a new set of consumer standards. Portsmouth Homes is undertaking a programme of change to respond to the new environment and changes in expectations from our tenants and leaseholders.

The Local Housing Manager will manage a team of Generic Housing Officers to provide housing services to our tenants including general Tenancy Management, ASB Management, effective Void Management (including decants when needed) to minimise void turnaround times and Income management including basic budgeting and benefit advice.

The role will need to work closely with other peers across the Directorate, other agencies and stakeholders to ensure that we provide effective joined up Housing Services to our tenants with customers at the heart of the service and ensuring value for money.

The successful applicant will bring knowledge and experience of social housing law and provision of generic housing management services with a focus on good customer service. Creating accurate and relevant notes of conversations and reasons for actions or non-actions that need to be understandable to others and relied on for Court Action.

To work closely with the Senior Housing Manager to manage the service through performance management, data analysis and resource deployment, anticipating peaks and troughs in demand and making use of feedback from complaints and tenant engagement events to improve outcomes for tenants.

To contribute to policy and process design and attend meetings across the organisation and directorate to represent Portsmouth Homes housing management service and your team. The Local Housing Manager will ensure that policy and process is followed to create consistency of service across teams allowing for consideration of individual circumstances.

To understand the regulatory framework in which we operate and be responsible for the team's compliance with the consumer standards, providing training, support and mentoring to team members using a coaching style to develop individuals. To understand the need to adapt management styles to individuals working in an agile way with excellent communication and team building skills.

The successful applicant must be adaptable and may be required to work on specific Housing Management related projects.

Main Duties

1. To provide inspiring leadership, mentoring and coaching to a team of Housing Officers to support them in providing a great service to our tenants in line with the consumer standards.
2. To ensure the effective and efficient collection of rent and service charges, management of ASB cases, void management (including decants when needed) and letting of properties as well as good customer service being provided on a range of tenancy related services.
3. To use data and time spent with individual officers to track and address performance issues and identify training needs ensuring that data is shared with the team to inform their understanding.
4. To work with other Local Housing Managers across HNBS as well as colleagues in HNAS, Play & Youth, Communities, Resident Engagement, Building Services and Green & Clean and the Anti-Social Behaviour Unit to ensure our residents can sustain their tenancies, best use is made of our stock, and our homes and communities are well maintained and enhance the life opportunities for our residents.
5. Regularly engage with other teams across the wider organisation including ASC and children's services as well as environmental health and housing benefit and legal services to resolve more complex issues in support of our residents and housing officers.
6. To provide support to a team of Housing Officers to resolve complex ASB cases which can involve violence and criminal activity including threats or assaults on staff. This could involve work with specialists such as solicitors, Police and HR to resolve the situation swiftly and safely ensuring residents and staff are protected.
7. Represent Portsmouth Homes in court in tenancy breach cases which may involve giving evidence and being questioned by a defence lawyer which can be stressful and require a level of confidence and housing law knowledge. May need to attend evictions which may be challenging where the tenant is resisting the court action or has complex needs.
8. Managing difficult HR issues including managing absence and capability taking disciplinary action with appropriate support from HR services.
9. To work with and provide challenge to other directorates or agencies in multi-agency meetings where needed to ensure residents are receiving the support needed and Housing Officers are supported to do their jobs.
10. To support Housing Officers when managing complicated cases involving residents with complex needs such as mental health conditions. Neurodiverse conditions and or addictions ensuring that the appropriate processes are followed, Housing law is adhered to and appropriate advice is given and support is provided by the relevant agencies.
11. To use professional judgement when assessing case management and deciding on appropriate actions provided it is within housing law and proportionate.
12. Work collaboratively with other managers and teams using a system thinking approach to provide solutions to problems and to identify improvements to services either through influencing changes in process or policy.
13. Responsible for ensuring the welfare of residents across a geographical location in so far as they are related to housing services including taking steps to ensure tenants are safeguarded.
14. Responsible for the efficient collection and management of data and information relating to tenancies and residents ensuring compliance with GDPR rules and regulator guidance on data management and storage.
15. Supporting teams to ensure that tenant's welfare is protected and that they are able to access the appropriate advice and support as needed including signposting them to other agencies.
16. Responsible for identifying and addressing training needs within teams to ensure individuals are provided with adequate opportunities for personal development.
17. Responsible for the day-to-day resource management of a team of Housing Officers to ensure all service areas are covered and residents are not impacted negatively every working day.
18. To contribute to specific working groups, to ensure consistency of service provision, adapt services to changing external environments, and continuous improvement of service delivery, by using feedback, data and measures, as well as best practice and Regulator feedback.

19. The successful applicant must be adaptable and may be required to work on specific Housing Management related projects.

Other Responsibilities/Accountabilities

1	Actively promote and model the council's desired values and behaviours.
2	Take reasonable care of own health and safety, and that of other persons who may be affected by acts or omissions at work.
3	Undertake any other duties that are commensurate with the requirements of the post.
4	To be flexible in approach and be able to attend evening meetings on occasion.
5	To be able to travel efficiently between Area Offices and housing stock owned by Portsmouth Homes

PERSON SPECIFICATION

Knowledge, Experience & Technical Competencies

Skills, Abilities, Qualities & Attributes (NB: Verification may be required)	(E)ssential or (D)esirable	How Assessed (i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal)
To have substantial Housing Management experience working for a social housing provider.	E	A/I/T
To be passionate about and have proven experience of providing excellent customer service	E	A/I/T
Experienced in managing and coordinating multiple priorities, demonstrating excellent decision-making skills and good judgement at all times	E	A/I/T
Extensive and adaptable IT skills including the Microsoft 365 package (Word, Excel, PowerPoint, Teams etc)	E	A/I/T
Excellent written and verbal communication skills and the ability to absorb and interpret complex information	E	A/I/T
Resilient with strong emotional intelligence	E	A/I
Strong numeracy and excellent written skills	E	A/I/T
Political skills and discretion for working with elected members	D	A/I
Excellent communication skills with the ability to adapt flexibly to a wide variety of audiences for a range of purposes	E	A/I/T
Experience of dealing with GDPR and Data Protection issues, with the ability to support others in developing an understanding while minimising risk and assuring compliance	E	A/I
Experience of managing HR issues, including absence and performance management, taking disciplinary action where needed with the support of HR	D	A/I
A good understanding of the principles of effective tenancy management and the importance that good data management has to regulatory compliance and ongoing service improvement	E	A/I/T
Ability to deliver training and present complex/challenging information and feedback to teams in a confident and assured manner	D	A/I
To have a full driving licence and access to a car	E	A

Qualifications and Training

Skills, Abilities, Qualities & Attributes (NB: Verification may be required)	(E)ssential or (D)esirable	How Assessed (i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal)
Educated to degree level or equivalent	D	A/I
Housing or Management Qualification	D	A/I
Evidence of commitment to own continuing personal and professional development	E	A/I

Interpersonal & Communication Skills and Core Behaviours		
Skills, Abilities, Qualities & Attributes	(E)ssential or (D)esirable	How Assessed (i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal)
Influencing Skills: Engage at all levels of the organisation and work with others to: <ul style="list-style-type: none"> • set, and secure agreement to, deadlines • ensure managers, including heads of service, meet any delivery requirements and deadlines • Communicate policy ideas and build consensus 	E	A/I
Excellent interpersonal and communication skills: <ul style="list-style-type: none"> • The ability to build effective working relationships with managers, senior leadership, project teams, Members and external parties • To give advice and guidance when needed across the directorate priorities. • To produce good quality reports, discussion documents and communications which communicate ideas and findings clearly and concisely 	E	A/I/T
Initiative and independence <ul style="list-style-type: none"> • To be enterprising, resourceful and adaptable, using your own initiative. • Confidently deal with unexpected or unanticipated problems, reprioritising work as required and escalating where appropriate. • Ability to exercise sound judgment in complex and pressurised situations 	E	A/I