

JOB PROFILE

Job Title:	Senior Housing Manager	Band	Band 13 - £60,906 - £68,200 p.a.
Department / Service:	Portsmouth Homes (HNB)	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, to ensure that we can evidence compliance with the Consumer Standards and meet the Governments desire to make Social Housing professional.

The Senior Housing Manager will be responsible for the day-to-day delivery of all Housing Management Services across a range of Area Housing Offices, Community based surgeries and within tenants' homes.

The Housing Management Services must meet the demands of our residents and provide clear definable and measurable outcomes for our residents in all areas of the 4 Consumer Standards, particularly the core functions of Income Management, Void Management, ASB Management and Tenancy Management.

Portsmouth Homes is regulated by the Regulator for Social Housing and the Senior Housing Manager will need to be able to demonstrate a close and collaborative working relationship with all other teams providing Landlord Services, and the wider peer groups within Portsmouth City Council. They will also have to demonstrate effective strategic working using systems thinking techniques to continuously improve service delivery within the constraints of the HRA.

The Senior Housing Managers will also need to work closely with other agencies and stakeholders to ensure that we provide effective joined up housing services to our tenants with great customer service and value for money at the heart of every decision. The successful applicant will bring knowledge and experience of providing generic housing management services with a focus on excellent customer service, continuous improvement and delivering positive outcomes for our residents.

The Senior Housing Manager will need to be able to demonstrate effective performance management, data analysis and resource deployment, anticipating peaks and troughs in demand and making use of relevant qualitative and quantitative data, and use feedback from staff, tenants and formal complaints to improve outcomes for tenants.

The Senior Housing Manager will be required to contribute to policy and process design and attend meetings across the organisation and directorate to represent Portsmouth Homes housing management service and their teams. The Senior Housing Managers will work closely together, taking personal; responsibility to share best practice, lessons learnt and data analysis to create consistency of service across teams, to ensure that all tenants irrespective of their location and housing officer, receive the same level of service and opportunity to thrive.

The Senior Housing Manager will be required to understand the regulatory framework in which Portsmouth Homes operates 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 all individuals.

The Senior Housing Manager will be required to adapt their management style to reflect individual needs and to understand that managing staff working in an agile way will require additional methods of communication and team building skills to ensure that appropriate support and performance management is effective.

Main Duties

1. To provide inspirational leadership, mentoring and coaching to a team of Housing Management Staff and support them in providing a great service to our tenants to be compliant with the consumer standards.
2. Take responsibility to keep up to date with current legislation and best practice, to ensure the services delivered comply with current legislation, government guidance, codes of conduct via the Regulator for Social Housing, and compliance with the Consumer Standards, and any new standards introduced.
3. To ensure the effective and efficient collection of rent and service charges, management of ASB cases, void management and letting of properties as well as a range of tenancy related services to ensure that the service remains financially viable and provide good value for money.
4. To use relevant agreed measures and data as well as time spent in the work to understand the systems operating and identify barriers and ways to remove these in conjunction with peers and stakeholders, to ensure consistency of service.
5. To share data and measures with all teams and staff to improve their understanding and recognition of effective and efficient ways of working.
6. To work collaboratively with peers, and Managers across HNBS as well as colleagues in ASC, CSC, Mental Health Services, Legal Services, IT and others to ensure our residents can sustain their tenancies with the most appropriate support in place.
7. To work collaboratively with HNBS to ensure best use is made of our stock, and work proactively to identify Tenancy Fraud and promote Mutual Exchanges to encourage movement within Portsmouth Homes stock.
8. To provide support to a team of Local Housing Managers and Customer Services Managers to ensure services are delivered in a consistent and customer focused manner and escalate barriers in the system proactively to ensure continuous improvement and compliance with the Consumer Standards.
9. Represent Portsmouth Homes in multi-agency meetings using negotiation skills and influencing skills to obtain buy in and collaborative working to promote effective and efficient services are delivered.
10. Ensure effective communication with Members, MP's and other representatives and respond to Complaints constructively and empathetically.
11. Managing difficult HR issues, supporting direct reports, to be able to managing absence effectively, manage capability cases including taking disciplinary action when appropriate, using advice from HR, legal services and relevant policies and procedures.
12. To ensure all services delivered meet the needs of all tenants especially those with additional needs such as disability, mental health conditions, neurodiversity and or addictions ensuring that the appropriate support is provided, policy and process are followed, and legislation is adhered to.
13. To use professional judgement when assessing appropriate action to be taken and that it is within housing law and proportionate using PLAN appropriately.
14. Be responsible for ensuring the welfare of staff and residents across a geographical location in so far as they are related to housing services including taking steps to ensure staff and tenants are safeguarded, with the use of Risk Assessments and Safeguarding referrals as appropriate.
15. Responsible for the efficient management of data and information relating to tenants and their households ensuring compliance with GDPR rules and regulator guidance on data management and storage.
16. Supporting teams to ensure that tenant's welfare is protected by promoting and fostering a responsible Safeguarding culture and collaboration with ASC and CSC to ensure appropriate support is received.
17. Responsible for identifying and addressing training needs across all teams that is consistent to ensure that all staff are provided with adequate opportunities for personal development and are kept updated with changes to legislation, best practice and updated policy and procedure.
18. To contribute to cross directorate and team working groups, to ensure consistency of service provision, adapt services to changing external environments, and continuous improvement of service delivery, by using issues logs, staff and resident feedback, data and measures, as well as best practice and Regulator feedback.

Other Responsibilities/Accountabilities

1	Actively promote and model the council's desired 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, be able to attend evening meetings on occasion, and provide escalation cover for Portsmouth Homes out of hours.
5	To be able to travel efficiently between Area Offices and housing stock owned by Portsmouth Homes

Who is the Person?

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 at least 5 years Housing Management experience in a Management role, working for a social housing provider with expertise in ASB, Arrears Management, Lettings and Void Management and general tenancy issues.	E	A/I/T
Great leadership skills with the ability to motivate and lead a team recognising the need to adapt leadership style to the individual and situation.	E	A/I/T
To have a full driving licence and access to a car.	E	A
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.	E	A/I/T
Strong computer literacy skills with experience in using 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 and communicate complex information.	E	A/I/T
Resilient with strong emotional intelligence.	E	I/T
Strong numeracy and data analysis skills with the ability to interpret data and present results confidently.	E	A/I/T
Good understanding of safeguarding and the reporting process as well as risk assessment and management of risk.	E	A/I/
Political skills and discretion for working with elected members	E	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 and an understanding of the relevant legislation, with the ability to support others in developing an understanding while minimising risk and assuring compliance	E	A/I
Experience of managing staff effectively including all HR issues, interpreting policy and procedure and taking action when necessary with guidance from HR and Legal Services.	E	A/I
Ability to deliver training and present complex/challenging information and feedback to teams in a confident and assured manner	E	A/I

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 (or prepared to study for)	E	A/I
Evidence of commitment to own continuing personal and professional development	E	A/I
Mentoring or Coaching qualification	D	A/I
Leadership Qualification	D	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, 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 LAH and ensure collaborative working with all teams within Portsmouth Homes • To produce good quality reports, discussion documents and data analysis 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

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to

meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way, and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.