



<b>Housing Services and Compliance Manager</b>	
<b>Department:</b> Supported Housing	<b>Reports to:</b> Housing Operations Manager
<b>Direct Reports:</b> 2 Housing Assistants and 3 Caretakers	
<p><b>Main purpose of the Job/Summary of Role</b></p> <ul style="list-style-type: none"> <li>• To oversee the day to day operation of the maintenance and repairs service, including the work carried out by 2 Housing Assistants and 3 Caretakers.</li> <li>• To provide comprehensive performance reports on repairs, for both in house and landlord services.</li> <li>• To increase customer satisfaction across the service, by implementing efficiencies and service improvement</li> <li>• To oversee the progression of all maintenance and repairs through to completion including the handling of all issues and queries that arise and to escalate underperformance with landlords.</li> <li>• Liaise with colleagues to implement property improvement plans</li> <li>• Procure services for redecoration as and when required assuring adherence to procurement processes ensuring value for money</li> <li>• To ensure are health and safety checks are compliant and the team are adherent in Fire Safety, Legionella and Asbestos management.</li> <li>• To contribute to the efficient and effective administration of the Supported Housing Department.</li> <li>• Managing the Housing Administration team to deliver a seamless service across the income, housing management, older people’s services and maintenance functions of the department.</li> <li>• Department lead for fire and health and Safety in terms of property management,</li> <li>• Undertaking customer satisfaction research to identify customer’s experience of service and used the data to put in place service improvement plans.</li> <li>• Manage customer complaints and ensure they are dealt with in accordance with Outward policy and procedure. Periodically analysing complaints to ensure a ‘learning from complaints’ culture is established within the team.</li> <li>• To ensure that there are systems in place to manage and monitor service improvements that meet positive practice, regulatory and inspection requirements – internal and external.</li> </ul>	
<p><b>Duties:</b></p> <ul style="list-style-type: none"> <li>• To liaise effectively with internal departments, landlords, and external agencies in relation to Housing Management matters.</li> <li>• Carry out administrative tasks as directed by the Housing Operations Manager and Assistant Director of Housing and undertake or assist with other duties in the wider Housing Team where required.</li> <li>• To work in a professional manner at all times, particularly in relation to; telephone communication, personal callers, correspondence and complaints, ensuring that customer queries are dealt with or passed to the relevant staff member as soon as possible.</li> <li>• To comply with all statutory rules and regulations, in particular with regard to issues of tenure and health and safety.</li> <li>• Contribute to achieving the department’s performance targets. To provide a pro-active repairs service advocating for residents with repeat issues</li> <li>• To review Landlord’s cyclical programmes and in partnership with the Tenancies Services Manager prioritising works with partner landlords.</li> <li>• Responsible for procuring services where necessary and in line with responsibilities for the role.</li> <li>• Provide cover for other members of the administration team where needed.</li> <li>• Maintain appropriate records and administrative systems in relation to this role and prepare monthly performance reports to senior management</li> </ul>	

- Liaise with Outwards Quality team to ensure that complaints received are logged and actioned. The role will be the lead investigating officer for complaints.
- To participate in streamlining services to residents and contributing to department plans.
- Undertake other housing management tasks as requested by the central housing management team.
- Provide effective line management to the 2 Housing Assistants and 3 Caretakers ensuring that regular supervision is undertaken and annual appraisals completed.
- To review current service provision for 'in house caretaker services' and to implement efficiencies

#### **Specific Responsibilities:**

- Oversee financial; process invoices and purchase orders via IPOS, handle all payment queries to or from contractors and work with the Newlon Finance Team to resolve invoice queries.
- Ensuring good customer services to residents and colleagues in regards to:
  - Quality assurance for call handling; contribute to the management of all incoming call traffic including incoming calls into the maintenance line.
  - Manage staff to endure email Traffic; manage the email traffic into the 'Housing Outward' and Outward maintenance generic addresses are passed to the specific member of staff who would need to deal with the matter.
  - Implement a system to ensure compliance to customer services in terms of calls times and responsive repairs. Using SMART KPI measures for staff and clear performance targets.
  - Manage and delegate work to housing assistants and work with other team members to process all reported repairs and maintenance identifying the issue as either an in-house matter (Caretaker service) or landlord repair, and action by ensuring they are logged onto the appropriate database or IT system and ongoing liaison with the tenant, support staff and landlord takes place as required during the repair period, particularly where the repair is complex.
  - Maintenance given to contractors; place orders via IPOS with the appropriate listed contractors for tasks such as: white goods, repairs and pest control and goods receipt after checking the work has been completed/goods installed.
  - Monitor and review monthly spend on external contracts in conjunction with the Income and Service Charge Manager to ensure value for money.
  - Oversee the customer satisfaction surveys over the phone in relation to repairs services. Ensuring levels adhere to KPI's.
  - Ensuring all communication to residents from all housing services are uploaded and managed through the Cerberus portal
  - Actively contribute to the residents engagement strategy in terms of repairs performance, Health and Safety briefings and ad hoc communications
  - Responsible for calculating compensation where applicable for service failure and ensuring adhere to the policy.
  - Report contractor performance monthly and scrutinise long standing repairs.
  - Ensuring the team have appropriate training to complete their roles and ensure a career development L&D plan in place.
  - Responsible for ensuring continued service improvement for residents by drafting and implementing best practice policies and procedures across the Maintenance department
  - Managing schedule of FRA works across all properties in management. Liaising with fire brigades on issues such as notices or breaches.
  - Escalating FRA works with staff and providing performance information to senior management

**Scope/Additional Responsibilities**

- Promote and implement the Outward Equal Opportunities Policy in all aspects of the post holder’s work and dealings with outside bodies.
- Participate in regular supervision and annual appraisal, and contribute to identifying your own job related development and training needs.
- Attend and participate in training courses and internal and external meetings as required and be available to attend occasional evening and weekend meetings.
- To work responsibly and appropriately with due regard to confidentiality, data protection, health and safety and Outward’s Code of Conduct.
- Undertake any other duties commensurate with the general level of responsibility of the post as required.

<b>Person Specification – Housing Services and compliance Manager</b>	
<b>Essential Criteria</b>	<b>Desirable Criteria</b>
Good level of education (preferably to degree level or equivalent) CIH level 4	Educated to degree level
<b>Experience, Knowledge and understanding</b>	
5 years’ experience of staff management preferably gained in a social housing setting.	
Ability to motivate and develop others through personal commitment, persuasion and empowerment.	
Understanding of H&S compliance for landlords and familiar with risk assessments and supporting documents needed.	
Excellent working knowledge and understanding of relevant housing legislation and the current issues facing social housing and the ability to translate policy into practice.	
A commitment to delivering an excellent housing service that has a positive impact on a tenant’s enjoyment of his/her home.	
The ability to develop positive working relationships and work collaboratively with other Outward Departments and partner landlords.	
Able to Analysis performance information and take corrective actions.	
Experience of dealing with maintenance and repairs through to completion and evidencing under performance and escalating with landlords	
Experience of managing audit processes and outcomes.	
The ability to produce Key Performance Indicators and comprehensive reports for the Outward’s Senior Management Team	
Experience of complaint handling and the ability to use complaints to improve services.	
Experience of providing excellent customer service	
Experience of using a variety of IT packages to their full advantage.	
The ability to create and introduce new systems, processes and procedures in order to bring about greater efficiency.	
Understanding of and commitment to equal opportunities in service planning, delivery and employment	

<b>Personal Qualities</b>	
Resilient with an ability to work under pressure.	
A high level of interpersonal skills and excellent communication skills.	
A high degree of integrity	
To think creatively, use initiative and finding practical solutions to problems	
To be an ambassador for Outward and act as a champion for core areas of the business	