



torus

Job Description

Job Title: Area Housing Manager

Employer: Torus

Location: Liverpool/St Helens/Warrington

Salary: £50,082

Responsible to: Housing Service Director

Responsible for: Supervision of a team that operates a defined Neighbourhood, this includes tenancy management, tenancy sustain, gas non access, accompanied viewings, transfer inspections, flat block inspections, new tenant visits and referring any environmental issues to the Caretaking team and/or local authority as required.

PURPOSE OF THE POST

To ensure high performing, quality services are provided by the Neighbourhood Housing Team, working closely with internal departments and a range of external partners.

KEY RESPONSIBILITIES

1. To lead, manage, motivate and develop the team to enable provision of high-quality services.
2. Development of policies and procedures to guide the work of the teams, ensuring they are compliant with relevant legislation, regulatory code and best practice.
3. Support the local authorities in the delivery of their strategies.
4. Achieve continuous service improvement and maintain a performance management culture with the teams.
5. Assist in developing and utilising performance reports and business intelligence to improve service delivery and performance against targets.
6. Ensure that performance is discussed in Team meetings and during staff performance reviews.
7. To establish and maintain good working arrangements with key external partners, elected members and agencies and representing Torus at meetings where appropriate including outside of normal working hours.
8. Work collaboratively with the Assets and Development Team to shape and influence plans, including master planning, demolitions and changes in the stock profile. To contribute to reviews of the Asset Grading Model.
9. Assist the Housing Services Director to develop and manage any service workplans.
10. Assist the Housing Services Director to review and manage risks associated with the service area.
11. Deliver projects and programmes associated with the service area.
12. Responsible for the effective and efficient management of the area housing budget covering management costs and services, ensuring value for money for the organisation and tenants.
13. Ensure regular audits are completed and maintained, to ensure that performance is maximised, and that processes and policies are being followed.

Job Description

14. Support in the delivery of value for money services, providing cost-effective, efficient, high-quality services to meet existing and potential customers' needs.
15. Prepare reports and statistical data as required.
16. To develop and maintain an adequate knowledge of legislation, policy and practice in all job functions and to actively participate in identifying own training/development needs and to co-operate in any training and development offered by Torus.
17. To promote safety and protection of vulnerable adults and children by ensuring that all safeguarding issues and concerns are reported promptly in accordance with Local Authority and Torus Safeguarding Policies.

Health and Safety

18. Ensure that H&S policy and procedures are adhered to and embedded to deliver effective and safe services and operations.

Equality and Diversity

19. Apply and embed fairness and equality in both the delivery and offer of all services, to ensure that all staff and customers are treated fairly, to meet an individual's personal circumstances.

Safeguarding

20. To promote safety and protection of vulnerable adults and children by ensuring that all safeguarding issues and concerns are reported promptly in accordance with Local Authority and Torus Safeguarding Policies.

Person Specification

Job Title: Area Housing Manager
Employer: Torus
Location: Liverpool/St Helens/Warrington

| Criteria | Essential / Desirable? | Method of assessment |
|---|------------------------|----------------------|
| 1. Appropriate professional qualification | | |
| Degree level education, or equivalent, or demonstrable experience | E | AF/C |
| Completion of, or willingness to obtain, CIH Level 4 equivalent qualification . | E | AF/C |
| Post graduate qualification or equivalent. | D | AF/C |
| Membership of CIH (CIHCM) | D | AF/C |
| 2. Experience and Track Record | | |
| Evidence of implementing strategies, policies, operational plans and managing risk | E | AF/I |
| Excellent IT skills | E | AF/I |
| Evidence of implementing innovative solutions and approaches to service delivery | D | AF/I |
| Excellent knowledge of industry best practice and the ability to integrate this into policy, procedures, and processes. | D | AF/I |
| Excellent knowledge of housing management related IT Systems. | E | AF/I |
| Experience of performance management including setting, agreeing, and monitoring standards. | D | AF/I |
| Up to date knowledge of national agenda and current policy issues in the housing sector and best practise in the field. | D | AF/I |
| Knowledge and understanding of legal frameworks relating to tenancy management. | E | AF/I |

Person Specification

| | | |
|--|----------------------------|-------------------------------------|
| <p>3.Managing Change</p> <p>Manages change through combining excellent project management skills with an inclusive style to deliver intelligence led improvements. Flexible in outlook and able to change direction at short notice.</p> <p>Anticipates reactions to change and new interventions and suggests appropriate responses.</p> <p>Proven experience of managing transformational change projects.</p> | <p>E</p> <p>D</p> <p>D</p> | <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> |
| <p>4. Leadership and Vision</p> <p>Takes personal responsibility for own workload. Is confident listening and presenting, and able to influence and inspires others and encourage innovation.</p> <p>Experience of leadership and management at senior level.</p> <p>A visible and credible and leader, with the ability to inspire and motivate teams.</p> | <p>E</p> <p>D</p> <p>E</p> | <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> |
| <p>5. Interpersonal Persuasion and Influencing</p> <p>Demonstrates high levels of motivation and resilience combined with enthusiasm, commitment and a curious, inquisitive approach to challenge and seek continuous improvement.</p> <p>Passionate, committed and self-motivated to inspire others to change.</p> <p>Excellent interpersonal skills, ability to gain trust and confidence of internal and external stakeholders and partners.</p> | <p>E</p> <p>D</p> <p>D</p> | <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> |

Person Specification

| | | |
|---|-------------------------------------|---|
| <p>6. Communication</p> <p>Ability to engage with staff, peers, board members, tenants and external partners to build relationships based on honesty, trust, mutual respect and integrity to inspire confidence and respect.</p> <p>Competent user of the digital/social media channels and their role in communication and driving business success.</p> <p>Excellent written and oral communications skills including public speaking, report writing and presentation skills, conveying information in a coherent manner relevant to the audience.</p> <p>Highly developed skills of tact, diplomacy, negotiation, influence, assertiveness, political sensitivity.</p> | <p>E</p> <p>E</p> <p>D</p> <p>D</p> | <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> |
| <p>7. Financial & Risk Management</p> <p>Demonstrable governance and financial compliance management experience to ensure robust and compliant operations.</p> <p>Evidence of a balanced approach to risk management within reward activity, taking account of business need and risk and providing balanced advice and direction based on sound judgement.</p> <p>Experience of managing budgets.</p> | <p>E</p> <p>E</p> <p>D</p> | <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> |

Key:

AF = Application form

C = Certificate

I = Interview

T = Test