**Housing Services Manager**

**Unity Housing Association**

 **Applicant Information Pack**



Hello!

Thank you for having an interest in working for Unity.

We are a successful, independent and ambitus housing association driven by social purpose, supporting BME communities and multi-cultural neighbourhoods across Leeds and Kirklees.

We are proud to call ourselves a BME association, part of the national BME housing movement, and believe that is as important today as it was when we were founded over 35 years ago.

Our social purpose is at the heart of everything we do, it states: ‘we will fight inequality and empower BME people to improve their lives by creating opportunities and helping to regenerate communities’

The role of Housing Services Manager is a great opportunity to join a team that not only supports people but wishes to improve and drive the business forward.

We are looking for someone with a housing management background who has experience of all aspects of managing people. Someone who can problem solve and decision make.

If you are confident you can deliver in that environment and are up for the challenge, then we’d love to hear from you.

I believe this is a brilliant opportunity to make a difference and I look forward to receiving your application.

Yours sincerely



Cedric Boston

Chief Executive

**Advert: Housing Services Manager**

**Working Location:** You will be based at our office at 113-117 Chapeltown Road, LEEDS,

 LS7 3HY.

**Salary:** £47,000 per annum

**Hours of Work** 35 hours per week, to be worked over Monday to Friday

**Benefits:** 27 days leave plus bank holidays, Occupational Pension Scheme, flexible working and family friendly policies.

We are looking for someone who must be able to demonstrate:

* Housing and performance management experience
* Ability and experience of delivering excellent customer service
* Ability to prioritise and organise
* Attention to detail with a ‘can do’ approach
* Excellent interpersonal skills
* Experience of a variety of IT systems

You will be managing the Housing Services team as well as ensuring the quality and timeliness of its services.

You will be able to decision make and advise on all aspects of housing management including staff performance. You should be comfortable presenting information to Senior Management team, boards and committees.

You will work closely alongside the Repairs and Maintenance Manger as well as customers and with external agencies.

This is an opportunity to apply your experience, a chance to work with some great colleagues and be part of a team that has set some ambitious goals for the future.

We positively welcome and support diversity in our workforce and welcome applications from all sections of the community.

Closing date: **17 January 2025**

Interviews will take place week commencing **27 January 2025**

To apply please submit a CV and covering letter to recruitment@unityha.co.uk.

In your letter you must tell us how your experience meets our requirements for the post. Tell us why you have a passion for working for Unity and why you are the colleague we need. Whilst we are interested in your work history, demonstrating behaviours, skills, abilities and knowledge and experience can come from a variety of life experiences not just paid employment. Please feel free to use example from all areas of your life that are relevant to the requirements of the role.

Applicants will be required to bring evidence of their eligibility to work in the UK to the first interview.

**Job Description: Housing Services Manager**

**Job Title:** Housing Services Manager

**Reports To:** Director of Housing Operations

**Job Purpose:**

### To lead and manage the Housing Services team, ensuring the delivery of high-quality housing management, including lettings, management of anti-social behaviour, community engagement/customer involvement, cleaning/ grounds maintenance services and compliance with regulatory consumer standards. The post will also be responsible for developing and implementing strategies, policies, and procedures that enable us to provide great services to our customers that meet their needs. We are a BME organisation and our aim is to fight inequality. We want to ensure the voices of our diverse customer base are heard and that we provide good quality homes that people want to live and thrive in.

**Key Responsibilities:**

**1. Leadership and Management:**

* Provide leadership and direction to the Housing Services team.
* Develop and implement departmental goals, objectives, and performance standards.
* Lead, motivate, and manage colleagues to ensure high levels of performance and service delivery.
* Conduct regular team meetings and performance discussions, providing support and guidance to get the best from colleagues.
* Creating and maintaining a positive and collaborative working environment where Unity’s values are evident in all that we do.

**2. Estate Management:**

* Oversee all estate services, making sure our estates are safe, clean, and well-maintained.
* Develop and implement estate management policies and procedures.
* Manage relationships with contractors and service providers to ensure high-quality service delivery and value for money for our customers.

**3. Cleaning Services:**

* Ensure the provision of effective cleaning services across all housing estates.
* Develop cleaning schedules and protocols to maintain high standards.
* Monitor and assess the performance of cleaning contractors.

**4. Gardening and Grounds Maintenance:**

* Oversee the management of gardening and grounds maintenance services.
* Develop and implement plans for the landscaping and maintenance of communal areas.
* Ensure that all gardening and grounds maintenance activities are carried out to a high standard.
* Promote initiatives for sustainable and environmentally-friendly gardening practices.

**5. Lettings Management:**

* Oversee the lettings process, ensuring efficient allocation of properties.
* Work with other Unity colleagues to ensure the empty home process is efficient and minimises the time a property is empty
* Manage relationships with Local authorities where nomination agreements are in place and support them with their statutory duties.
* Ensure compliance with relevant housing legislation and best practices.
* Make the letting process a positive experience for customers

**6. Management of Anti-Social Behaviour:**

* Develop and implement strategies to address and manage anti-social behaviour.
* Work with customers, community groups, and external agencies to resolve issues.
* Ensure appropriate actions are taken in line with policies and legal requirements.
* Maintain records and report on anti-social behaviour incidents and outcomes.

**7. Community Working and Customer Engagement:**

* Develop and implement strategies to enhance customer engagement and community participation.
* Develop and introduce a variety of methods to increase customer feedback and mechanisms to collate the feedback received. Ensuring the organisation uses this to shape the services it provides.
* Create and maintain relationships with community groups, other partners to improve the communities that are customers live in
* Promote initiatives that encourage community cohesion and customer involvement.

**8. Compliance with Regulatory Consumer Standards and Housing Ombudsman Complaints Handling Code:**

* Ensure all housing services comply with relevant regulatory consumer standards and housing ombudsman complaints handling code.
* Develop and implement policies and procedures to meet regulatory requirements.
* Regularly review and update policies to reflect changes in legislation and industry standards.
* Prepare for and participate in regulatory inspections and audits.
* Maintain accurate records and documentation to demonstrate compliance.
* Address and resolve customer complaints and issues related to Housing Services.

**9. Policy Development and Compliance:**

* Develop and implement policies and procedures related to housing services.
* Ensure compliance with all relevant legislation, regulations, and best practices.
* Regularly review and update policies to reflect changes in legislation and industry standards.

**10. Budget Management:**

* Prepare and manage the departmental budget.
* Monitor and control expenditure to ensure financial targets are met.
* Identify and implement cost-saving measures without compromising service quality.
* Ensure service charges are administered correctly
* Seek out opportunities to achieve value for money and improve efficiency

**11. Reporting and Evaluation:**

* Prepare regular reports on the performance of the Housing Services team.
* Analyse data to assess the effectiveness of services and identify areas for improvement and implement change.
* Write and present reports to senior management team/committees.

**Skills and Qualifications:**

* Degree in Housing, or a related field and /or extensive experience in housing management, including; estate services, cleaning, gardening, lettings, and anti-social behaviour management, customer involvement/ community engagement and partnerships, contract management.
* Proven leadership and management skills.
* Excellent communication and interpersonal skills.
* Strong analytical and problem-solving abilities.
* Knowledge of relevant legislation, regulatory standards, and best practices in housing services.
* Financial acumen and experience in budget management.
* Ability to work effectively with diverse stakeholders, including customers, colleagues, and external partners.

**Work Environment:**

* Flexible hybrid working with 3 days in the Leeds office
* Flexible working hours may be required to attend meetings and address emergencies.

HOUSING SERVICES MANAGER

PERSON SPECIFICATION

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| --- | --- | --- |
| **ATTRIBUTES** | **RANK** | **HOW IDENTIFIED** |
| **EDUCATION/QUALIFICATIONS** |
| Recognised professional qualification OR 4 years relevant experience at the appropriate level without qualification. | Essential | Application form + Interview |
| **KNOWLEDGE & EXPERIENCE** |  |  |
| A commitment to excellent customer services and an understanding of how to go about achieving it taking staff with you | Essential | Application form + Interview |
| An understanding of casework management  | Essential | Application form + Interview |
| A good understanding of tenancy management, estate management, allocations, and customer engagement/involvement | Desirable | Application form + Interview |
| Good understanding of how to prepare, control, manage, monitor and review budgets. | Essential | Application form + Interview |
| Knowledge of ensuring annual occupancy targets is achieved including promotion of services.  | Desirable | Application form + Interview |
| Experience of effective income collection and dealing with arrears/non payments of invoices. | Desirable | Application form + Interview |
| **SKILLS AND ABILITIES** |
| Good communication and interpersonal skills. | Essential | Interview |
| Ability to compile clear written and oral reports. | Essential | Application form + Interview |
| The ability to manage and motivate staff to improve performance and productivity while maintaining high levels of staff satisfaction | Essential | Interview |
| Ability to provide accurate and relevant information. | Essential | Interview |
| Ability to promote the work of the Association through presentations in both spoken and written form. | Essential | Interview + references |
| Ability to maintain good working relationships with a variety of partners. | Essential | Interview + references |
| **DISPOSITION/ATTITUDE** |
| Be both innovative and creative in decision making and problem solving. | Desirable | Application form + references |
| Willingness to be trained and developed. | Essential | Application form + references |
| Ability to use own initiative whilst working within a team. | Essential | Application form + references |
| Ability to lead and motivate others. | Essential  | Application form + references |
| Flexible approach to work. | Essential | Application form + references |
| Strong interpersonal skills. | Essential | Application form + references |
| **CIRCUMSTANCES** |
| Must be willing to uphold the values of the organisation |  Essential | Application + Interview |
| Ability to demonstrate your use of good practice and anti-discriminatory working and show how you have promoted equality in your team. | Essential | Application form + Interview |
| To be committed to promoting the highest standards in Health & Safety performance. | Essential | Interview |
| Ability to work out of hours, on an occasional basis, including evenings, weekends. | Essential | Interview |



