

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Housing Services Manager	Grade:	SMG1
Reports to (Designation):	Head of Housing & Communities	Grade:	
Directorate:	Housing	Section:	Housing & Communities

Main Purpose of the job:

To lead the housing management service for 14,500 general needs properties managed by Lewisham Council and for the properties managed by the Tenant Management Organisations (TMOs).

Deliver performance for relevant KPIs, TSMs and consumer standards. Ensure an excellent, professional, customer focused, and consistent service is provided by the Housing Management Team and that potential tenancy fraud and non-occupation is managed effectively and efficiently.

Manage the TMOs, ensuring compliance with the management agreements and that new and/or emerging issues are captured adequately to ensure compliance with all legislation, regulation and consumer standards.

Summary of Responsibilities and Personal Duties:

- Implement a flexible and customer focused housing management service
- Directly manage the Housing Team Leaders, Tenancy Audit Team Leader and the Housing Partnerships and Contract Manager responsible for clienting the TMOs. Ensure effective recruitment, induction, supervision, appraisal, and development of all staff, in line with Lewisham Council's policies and procedures.
- Take prompt action to tackle and resolve any capability or disciplinary problems.
- Ensure compliance with relevant Regulator of Social Housing consumer standards including providing evidence for inspections. Ensure performance against Tenant Satisfaction Measures relevant to this role.
- Codesign the housing management offer with the Director of Resident Engagement and Services and Head of Housing and Communities to place tenancy sustainment at the heart of operational delivery.
- Ensure ASB casework allocated to Housing Officers is managed in line with the policy and that escalations and triaging of cases is done effectively and efficiently. Work closely with the Community Services Manager and ASB Manager to ensure consistency and good customer service.
- Be the lead officer responsible for identifying and responding to tenancy fraud. Including working with external partners such as Council Tax, National Fraud Initiative and the Council's Anti-Fraud and Corruption Team to identify potential fraud. Ensure compliance with best practice and benchmark against other housing providers.

- Manage the contracts manager responsible for clienting the Tenant Management Organisations (TMOs). Ensure compliance with the modular management agreement and schedules through regular meetings and audits. Ensure the contract manager provides support to any other projects assigned.
- Review and implement updated schedules and management agreements to reflect any changes in legislation, policy or regulatory requirements. Take relevant and appropriate action in the event of any breaches of the agreement.
- Be responsible for ensuring value for money in legal spend relating to housing management and tenancy audit, and contract management of other budgets. Provide regular forecasting information to the Finance BP.
- Work with the Housing Policy team to produce key housing policies and procedures including researching best practice, legal and regulatory compliance, peer review, resident consultation, and presentation to DMT for approval.
- Lead on resident engagement for all aspect of policy and procedure development for the housing and tenancy audit functions to ensure the residents voice is heard by providing a variety of ways for residents to influence service delivery.
- Build and manage relationships between departments for common purpose and improving services across the Council for all residents regardless of tenure.
- Pro-actively respond to internal, external and resident led audits and inspections. Ensure information is readily available and of good quality.
- Ensure adequate management information is available, to measure the performance and outcomes of the team against targets, policies and procedures and in comparison, with other organisations. Continuously monitor performance to ensure compliance and drive improvement.
- Produce good quality and informative reports for a variety of different audiences, including the Director of Resident Engagement and Services, Head of Housing & Communities, the Executive Team, Mayor and Cabinet or other stakeholders.
- Present reports to DMT and relevant committees and key partners such as Adult Social Care.
- Work closely with the Communities Services Manager to deliver a consistent management approach across the department.
- Manage external relationships with stakeholders, partners, and contractors successfully.
- Develop excellent relationships with the Tenant and Residents Associations (TRAs). Ensure good quality updates and communication with the TRAs, to build trust and encourage engagement.
- Identify areas for improvement, and work with the Head of Housing and Communities to implement changes to address these.

- Participate/lead in key corporate projects, from planning stage to implementation and evaluation.
- Deputise for the Head of Housing and Communities as required, both internally and externally.
- Work flexibility and attend ad-hoc meetings in evenings or weekends, as required.

MANAGEMENT ROLES & EXPECTATIONS

As a Team Leader/Manager you will:

1. Adapt the planned delivery of services to ensure changing community and customer needs.
2. Monitor and review service outcomes ensuring effective delivery of personal and team objectives.
3. Ensure the continuous improvement in services using creative and informative inventions as well as effective performance and quality management.
4. Plan, deploy and co-ordinate people resources to meet changing operational needs.
5. Ensure services meet statutory and identified organisational standards and regulations.
6. Ensure an understanding of the impact of your service on other functions.

Internal Contacts: These include wider Housing Directorate, Safer Communities service, Adult and Children's social care, Legal Services, Planning, Drugs and Alcohol Action Team.

External Contacts: This will include Metropolitan Police, London Fire Brigade, Housing Associations, NHS healthcare, South London and Maudsley Mental Health services, Bench, relevant support agencies and third sector organisations.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

To carry out duties with due regard to the Council's values and behaviours

All employees are required to participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: 5

Title: 3 x Housing Team Leaders, Tenancy Audit Team Leader, Housing Partnerships and Contract Manager

Number of partially managed staff: 22

Title:	Grade	No of posts
Housing Officers	SO1	17
Housing Assistants	Sc4	2
Tenancy Audit Visiting Officers	Sc6	2
Tenancy Audit Admin	Sc4	1

PERSON SPECIFICATION

Job Title: Housing Services Manager

Grade: TBC

Department: Housing and Communities

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person and are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Knowledge	
Excellent knowledge of relevant legislation and good practice in relation to housing management and tenancy fraud	S
Understanding of the requirements under the consumer standards and regulatory environment as applicable to housing management.	S
Understanding of the issues and challenges facing local authority housing management both operationally and strategically.	S
Understanding of TMO management and the opportunities and challenges involved	
Aptitude	
Works with others at a high level to resolve problems and deliver excellent services	
Able to provide operational and specialist technical advice to operational staff within the team and wider directorate on relevant matters relating to tenancy management, tenancy fraud and TMO management.	
Ability to lead and motivate a skilled team of officers in a changing environment that demands constant and consistent delivery and improvement.	S
Benchmarks areas of responsibility and consistently evolves to ensure best practice is embedded	
Skills	To Be Tested
Skills can only be used as shortlisting criteria if the skill is to be tested	- T
Analysing complex information and identifying learning points	T
Using systems and performance information to deliver tangible improvements	
Producing good quality reports for a variety of audiences	
Presenting information verbally to a variety of audiences in an engaging and meaningful way	T
Experience	
Extensive experience of working at a management level within a Housing Management environment	S

Working with in a local authority and understanding local authorities' obligations	S
Using resident feedback to improve and influence services	
General Education	
A good level of education of at least A-Level or equivalent standard	S
CIH Level 4 qualification	S
Equality & Diversity	
Awareness of and a commitment to Equality of Access and Opportunity in a diverse community	
Focus on residents and how to deliver a tailored service to identify and take into account individual needs.	S
Personal Qualities	
Sets a clear direction and inspires team to buy in to this vision	
Communicates effectively, adapting style to audience and needs	
Works productively in a high-pressure environment	S
Circumstances	
Work flexibility and attend ad-hoc meetings in evenings or weekends, as required.	
Physical	
Generally candidates must meet the standard Lewisham requirements for the post	

DBS Disclosure Required Basic Standard Enhanced

(Tick as appropriate – guidance available from your HR Advisor, if a DBS is not required please leave boxes blank)