

Senior Housing Manager

Head Office

Hours: 36.5 hours per week. Monday - Friday

Part of the: Housing Team

Responsible to: Director of Housing

Responsible for: 3 x Housing Officer, 1 x Customer Engagement Officer

Purpose

The Senior Housing Manager will lead their team in the delivery of a high quality Housing and Neighbourhood Management service to the tenants of our general needs homes and our shared owners. They will ensure regulatory compliance and continuous improvement in the standard of customer service and housing management across the organisation.

Responsibilities: In this role, the Senior Housing Manager will:

- Be responsible for delivery and reporting of organisational performance against key indicators, including arrears, void loss, ASB resolution, and customer satisfaction.
- Lead a culture of continuous improvement in delivery, ensuring our services are accessible, inclusive, efficient and cost effective.
- Drive progress through contribution to development and delivery of Elim's organisational Business Plan and strategies.
- Deliver effective consultation and engagement with residents, encouraging their participation, influence and scrutiny in all services that affect them.
- Develop and facilitate team adherence to policies and procedures that deliver value for money and ensure compliance with best practice, regulatory and statutory requirements.
- Provide leadership and management of the Housing Team to deliver exceptional customer service to all our residents.
- Act as the organisational lead on tenancy matters, providing the Housing Team and other teams in the organisation with expert advice and case management support.
- Demonstrate Elim CARES Values in every aspect of their work .

Qualifications and Experience: In this role the Senior Housing manager will need the following:

- Significant experience of working in social housing, including management of a variety of tenures.
- Experience of managing assigned budgets, including legal and service costs.
- Knowledge of strategic customer service principles, and experience of involving and engaging different stakeholders in service delivery.
- Experience of leadership and line management which demonstrates how you have supported and developed individuals through periods of change and/or improvement.
- Demonstrable experience of successfully managing a number of complex projects and business as usual tasks at the same time.
- Experience of utilising housing management systems to extract key data and improve performance.

It would be great if you could also:

- Have a current CIH qualification.
- Have experience of the QL Housing client management tool.

Skills and Abilities:

- High level of proficiency with MS Office applications and a demonstrable ability to use housing management systems and other specialist software, e.g. client record management applications.
- Knowledge of the legislative and regulatory framework underpinning the social housing sector, along with changes in best practice.
- The ability to develop and maintain informal and formal relationships with stakeholders at all levels that will benefit the service we are able to offer to our residents.
- The ability to work autonomously to balance competing demands and deliver projects within agreed objectives.
- Excellent written and verbal communication skills that will enable to you share performance information and assurance data to the team and leadership colleagues.
- An ability to place the customer front and centre of service delivery while operating within all legislative and regulatory requirements and budgets.
- The ability to use a range of leadership styles in order to drive performance and satisfaction within their team.

Values:

Elim's customers include families and single people living in our properties for rent, young people undertaking apprenticeships or training, clients within our support services and people buying houses that we have developed, among others. We have the same aim for all these relationships: to ensure that the housing and services Elim provide serve as a platform for growth, facilitating all our customers to achieve their aspirations. In this way, we make our homes truly life changing by ensuring that our service has a positive impact long after a person has left Elim accommodation.

Elim CARES Values were created in partnership with our customers, staff, Board and other stakeholders, and they represent our commitment to how we deliver our services and work together successfully.

The Senior Housing Manager will live by the Elim CARES values:



CUSTOMERS FIRST

Customers are at the heart of our services and decision making.



ASPIRATIONAL & ACCOUNTABLE

We are ambitious for our customers, colleagues and stakeholders. We work with integrity, learn from mistakes and do what we say we will.



RESULTS

We work hard and deliver great results for our customers and for Elim.



EVERYONE'S VIEW MATTERS

We listen to understand, improve and build our services.



SUPPORTIVE

We tackle challenges head on and inspire each other to achieve our potential.



GENEROUS ANNUAL LEAVE ENTITLEMENT

Employees receive 25 days paid annual leave, rising by 1 day for each complete year of service to a maximum of 30 days. We provide an additional day off on your birthday, and optional volunteer leave.



FLEXIBLE WORKING

We do all we can to encourage a healthy work-life balance.



LEARNING AND DEVELOPMENT

We believe in developing our staff and investing in your learning and training.



MILEAGE EXPENSES

We pay mileage expenses at a rate of 45p per mile.



PENSION AND LIFE ASSURANCE

We are a member of the Social Housing Pension Scheme.



HEALTHSHIELD BENEFITS

Benefits available include: Employee assistance programme, healthcare cashback and shopping discounts.