



Homes that change
people's lives

Job Advert: Senior Housing Manager

Details

Reference

001604

Salary

£50,000 per annum

Department

Housing

Hours

36.5

Job Type

Permanent

Location

Rudgeway, Head Office

Closing Date

Monday, 13 May 2024

Planned Interviews

Friday, 17 May 2024

Job Description

Elim is a charitable social landlord based in Bristol with a vision **'to meet housing needs and deliver homes that change people's lives'**. This ambition is present in everything we do. We have around 900 homes located across South West England, the Birmingham area, and Wales, and we provide homes for social or affordable rent across each of these areas. We provide homes for shared ownership in South West England, and are one of the largest providers of supported accommodation to people who have experienced homelessness in Bristol and Gloucester.

We offer a diverse and inclusive culture in line with our Elim **CARES** Values. These were created in partnership with our customers, colleagues, Board and other stakeholders, and they represent our commitment to how we deliver our services and work together successfully.

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

A Aspirational and Accountable – We are ambitious for our customers, staff and stakeholders. We work with integrity, learn from mistakes, and do what we say we will.

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

E Everyone's view matters – We listen to understand, improve, and build our services

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

We're looking for an experienced social housing professional to take on a leadership role in our Housing Association.

The successful candidate will work with us to deliver a high-quality housing and neighbourhood management service. You will be part of a team structure designed to better support our customers and colleagues and will help us ensure regulatory compliance and continuous improvement in the standard of customer service and housing management across the organisation.

What you will be doing:

- You will lead and manage your team to deliver exceptional customer service to our residents.
- You will be responsible for the delivery and reporting of organisational performance against key indicators, including arrears, void loss, ASB resolution, and customer satisfaction improving standards of customer service and organisational performance.
- You will develop and facilitate team adherence to policies and procedures that deliver value for money and ensure compliance with best practice, regulatory, and statutory requirements.
- You will 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

Person Specification

What you will need to be successful:

- Significant experience of working in social housing, including management of a variety of tenures.
- Experience of line management and/or leadership.
- An ability to place the customer front and centre of service delivery while operating within the constraints of legislative and regulatory requirements and budgets.
- Knowledge of the legislative and regulatory framework underpinning the social housing sector.

Benefits

- A great inclusive and values-led culture that invests in your learning and development
- 25 days annual holiday rising to 30 days.
- Paid day off for your birthday each year.
- Optional one day volunteer leave
- Flexible working
- Access to training and career development through Elim Skills Academy
- Company pension.
- Life Assurance.
- Annual organisational performance bonus.
- Health cash plan, which includes discounts to a wide range of shops and services.
- Free onsite car parking

Contact Us

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About US

Providing homes, supporting people.

Elim Housing is a socially responsible business delivering quality homes and support services which positively change people's lives.

We engage and innovate, and work in collaboration with others to enhance the wellbeing and independence of individuals and communities.