

JOB DESCRIPTION

JOB TITLE: Housing Manager

JOB NO: 90007748

GRADE: D *(consultation grade - subject to formal evaluation under the Pay Equity Review)*

DIVISION: Housing Management

NO OF POSTS: 1

SECTION: Landlord Services

POST REQUIRES POLICE / CRIMINAL RECORDS BUREAU CLEARANCE: YES/NO

1.0 JOB PURPOSE

- 1.1 To ensure that the Service can support the delivery of an excellent housing management service.
- 1.2 The post holder is responsible for ensuring that the service delivers against key Directorate priorities and targets, as well as operating within cash limits set out in the Council's financial plans and policies and procedures for people management.
- 1.3 In addition there are a number of work areas for which there are a more specific set of duties required of the post holder.

2.0 DUTIES AND RESPONSIBILITIES

DUTIES AND RESPONSIBILITIES

Duties and responsibilities may include any of those detailed below and may be varied according to the needs of the designated service area. They may also include any other duties that are commensurate with the grade and nature of the post. There is an expectation that the post holder will develop the key competencies to ensure flexible and integrated working across the Directorate. A key feature of the post is to support and manage change.

CORE ROLE – HOUSING MANAGER

To manage and deliver

To engage with partners to assist with joint working in the provision of quality housing management service including opportunities for joint commissioning.

To work with service providers and co-ordinate input to maximise opportunities for service integration to deliver more efficient and effective services.

To establish a framework for engagement and work with communities to agree priorities and develop a problem-solving approach to respond to agreed priorities for improvement.

Involve tenants in the delivery and monitoring (co regulation) of the Housing Management service. Proactively seek to improve the representation of tenant involvement in designated groups.

To produce a local housing (service) plan as appropriate to the area which sets out local priorities and actions to address local issues and ensure that these plans feed into any wider Area Plans.

To be responsible for ensuring quality compliance with all policies and processes and the delivery of key performance indicators relating to the delivery of the landlord service.

To liaise with asset management to ensure cohesive delivery of all services to tenants – including those relating to the physical maintenance of stock.

To manage the effective delivery and deployment of resources based on demand requirements – human/monetary/physical in the delivery of services in line with HR policy procedures including relating to annual leave and attendance to ensure service provision and hours is maintained. Also managing performance, conduct, development and to be accountable for performance in these areas.

To undertake investigations and hearings in relation to conduct and performance matters including disciplinary, grievance, dignity at work, sickness absence, formal complaints etc.

To manage and be accountable for budgets as required and process financial transactions in accordance with financial regulations.

To produce relevant work programmes/project plans to deliver required outcomes from local teams.

Ensure that the health and safety of staff and tenants is protected at all times and that all business undertaken takes account of relevant health and safety procedures including effectively undertaking duty holder and business continuity planning and responsibilities.

Ensure that all staff are proficient as needed in the use of relevant technology and that compliance with all systems, records and case management are maintained.

Contribute to and lead on service improvement initiatives and projects as and when required.

To deputise for the Senior Service Manager in periods of absence due to leave or sickness.

Consult and negotiate with Trade Union representatives on local issues within departmental guidelines.

Responsible for meeting the development and training needs of resources under control including production of training plans, undertaking appraisals etc.

Establish and maintain positive working relationships with members, MPs etc.

Promote and actively support BCC safeguarding policies and procedures and reflect this as a personal responsibility in service delivery including that of your team.

KEY BUSINESS RESPONSIBILITIES

Estate Services/Street Scene Coordination

To lead on the delivery of the cleaner greener agenda for the area, with responsibility for managing the cleanliness, appearance, maintenance and health and safety of our neighbourhoods and managing the associated resources.

To implement and maintain effective inspection and monitoring systems with regard to the performance, cleaning, maintenance and health and safety standards of high- and low-rise blocks, communal areas/ land and assets for the area and within your team/s.

Work to embed monitoring/co regulation in service delivery for street scene/estate services.

Manage directly and coordinate your team to deploy physical resources to ensure that cleaning, maintenance and health and safety standards meet required outcome standards, ensuring our communal areas and land are well maintained and clean and that fly tipped and dumped rubbish is attended to and removed.

To manage resources and services in accordance with Policies and Procedures.

Ensure that effective recording systems are in place and maintained with regard to street scene/estate services, including provision for KPI/performance outcomes, staff health and safety and inspection/monitoring regimes.

Identify training needs and ensure that your team members are appropriately trained, equipped and capable to undertake tasks within their remit of responsibility. This will include undertaking risk assessments.

Put systems in place to ensure that tools, equipment and assets such as vehicles are in good working order, being used appropriately and in accordance with Place directorate/BCC policies and procedures.

You will be responsible for managing budgets and determining how monies are allocated based on service needs/priorities, consulting with tenants, colleagues, stakeholders, members and partners appropriately.

To lead on the delivery of cleaning and maintenance projects across the area to improve or maintain environmentally blighted sites.

To manage and deploy resources to work in neighbourhoods with citizens on how to best maintain the environmental cleanliness and maintenance of communal areas via engagement, education, activity and pre-enforcement action to improve behaviour.

Proactively lead on problem solving initiatives and implement sustainable solutions to reduce rubbish dumping, blighted sites, littering, with and increase citizens' social responsibility for the cleanliness of our neighbourhoods.

Act as the lead driver for increasing engagement and active citizen participation in environmental cleaning activity and citizens maintaining the cleanliness and appearance of neighbourhoods and communal sites via, for example, Good Neighbour agreements.

Promote and actively publicise services, options and facilities that support citizens in keeping neighbourhoods clean and disposing of waste appropriately.

Lead on embedding a culture where staff take pride in improving and maintaining the cleanliness and appearance of our neighbourhoods and work positively with citizens to educate and support environmental cleanliness, reducing waste and increasing recycling and social responsibility.

Lead on and/or support BCC initiatives such as community clear up days.

Ensure that breaches of tenancy conditions are investigated and where possible/practical work with colleagues to take enforcement action as appropriate.

Build and maintain strong working relationships with BCC and other partners with regard to services that impact upon our neighbourhoods and tenants.

Ensure that you and your team work effectively with partners, citizens and residents groups in order to maintain and improve the appearance and cleanliness of our communal areas and neighbourhoods.

Monitor and implement effective management systems with regard to contractors, BCC and other partners/organisations delivering services in our neighbourhoods.

Support the management of apprentices and trainees working in our estates.

Undertake regular site visits to assess environmental cleanliness and appearance of your area and assess working practices and performance standards.

Ensure that you/your team effectively manage sites/locations in the wider neighbourhood, for example access ways and low rise blocks, that do not receive programmed services via a robust and appropriate inspection, cleansing and maintenance programme.

Ensure that your team are clear about their roles and responsibilities via effective and regular briefings, 1 to 1's, team meetings and ensure that you have systems in place to measure performance/conduct and where appropriate address any issues.

Put systems in place to monitor the performance, wellbeing, safety and conduct of staff

Tenancy Services – Customer Focus

To manage all aspects of the Housing Management Tenancy Services Team for the relevant area

To performance manage all aspects of the customer experience including Your Views

To oversee the production of management performance information to enable performance management of all aspects of the Housing Management Service and the delivery of relevant target Key Performance Indicators

To be responsible for the Neighbourhood Officers in their role visiting tenants

To ensure compliance with ASB, Street scene, Lettings and tenancy management procedures to deliver a quality service.

To ensure all staff are adequately trained in responding to ASB and tenancy management, Lettings and Street scene issues including being adequately informed of relevant legislation.

To undertake regular case reviews to ensure quality standards.

To quality control all cases being submitted to legal services for entering into court

To support staff in cases being presented to court including where staff are required to attend court.

To oversee staff health, safety and security including undertaking relevant risk assessments to ensure staff safety .

To ensure the delivery of tenancy management services in compliance with relevant BCC tenancy policies and procedures, relating to for example unlawful occupation, succession, abandoned properties etc. This to include the management of ASB in line with council policy and in compliance with legislation and professional practice.

To manage staff according to HR procedures relating to absence / performance / conduct / development and to be accountable for performance in this respect

Tenancy Services – Intervention and Enforcement

To oversee all aspects of the Tenancy Management, Lettings and Street scene Service.

To be responsible for the effective management of complex cases within your team and/or area

To ensure compliance with ASB, Street scene, Lettings and tenancy management procedures to deliver a quality service .

To ensure all staff are adequately trained in responding to ASB and tenancy management, Lettings and Street scene issues including being adequately informed of relevant legislation.

To undertake regular case reviews to ensure quality standards.

To quality control all cases being submitted to legal services for entering into court

To support staff in cases being presented to court including where staff are required to attend court.

To oversee staff health, safety and security including undertaking relevant risk assessments to ensure staff safety .

To ensure a BCC Think Family approach is adopted.

To ensure the delivery of tenancy management services in compliance with relevant BCC tenancy policies and procedures, relating to for example unlawful occupation, succession, abandoned properties etc. This to include the management of ASB in line with council policy and in compliance with legislation and professional practice.

Ensure the delivery of complex tenancy casework supporting the utilisation of prevention , early intervention and enforcement approaches, including the use of multi-agency assessment tools and partnership working to support tenancy sustainment.

To manage staff according to HR procedures relating to absence / performance / conduct / development and to be accountable for performance in this respect

Tenancy Services – Intelligence (including Street Scene Role)

To ensure compliance with ASB, Street scene, Lettings and tenancy management procedures to deliver a quality service.

To deliver performance management arrangements to ensure delivery of a quality compliant service.

To ensure delivery performance targets for relevant Key Performance Indicators

To be accountable for delivery of quality performance

To ensure all staff are adequately trained in responding to ASB and tenancy management, Lettings and Street scene issues including being adequately informed of relevant legislation.

To undertake regular case reviews to ensure quality standards.

To quality control all cases being submitted to legal services for entering into court

To ensure staff are compliant with all technology used to record reporting and case management of ASB, tenancy management, Street scene and Lettings.

To oversee staff health, safety and security including undertaking relevant risk assessments to ensure staff safety.

To ensure a BCC Think Family approach is adopted.

To ensure the delivery of tenancy management services in compliance with relevant BCC tenancy policies and procedures, relating to for example unlawful occupation, succession, abandoned properties etc. This to include the management of ASB in line with council policy and in compliance with legislation and professional practice.

Management of a performance monitoring framework, ensuring recording systems are outcome and impact focused.

To manage staff according to HR procedures relating to absence / performance / conduct / development and to be accountable for performance in this respect

Financial Inclusion and Welfare Reform

To understand and keep fully up to date with the impacts of welfare reforms on customers and the housing service.

To work with other stakeholders to put in place support and interventions to minimise negative impact of welfare reform on neighbourhoods and individuals.

Implement and deliver support interventions for those high-risk tenants identified through referral routes including care leavers.

To lead the partnership approach ensuring effective input from various council departments, housing partners, advice agencies, volunteering partners and other to develop the sustainability of the partnership. This will include training for from and for key partners.

To ensure that the partnership activities meet the wider objectives of the council's new financial inclusion strategy.

To act as the central financial inclusion liaison and contact point for the council and other partners.

To develop monitoring and evaluation systems that enable evidence of impact on financial inclusion to be collected and shared .

To develop referral systems and pathways to improve process for customers.

To work with partners to secure additional income to support the development and sustainability of the partnership.

To undertake light touch analysis of the range and quality of financial inclusion activity already on offer with findings and recommendations for the council's Financial Inclusion Strategy and a mapping of existing financial education provision

To work across the partnership to build an online platform for advice and guidance.

To implement effective performance and information management mechanisms to ensure the effective delivery of the Financial Inclusion Strategy by multiple partners and agencies and develop and deliver a communication strategy.

Identify excluded groups of people and deliver practical interventions such as targeted campaigns.

Seek and implement ways to develop financial awareness/capacity building for tenants i.e., ensure tenants income is maximised, drawing up financial statements, reducing liabilities and assist in negotiating with creditors on behalf of the tenant. Ensuring that tenants apply for a bank account, join a credit union and take out home contents insurance.

Ensure that there is a case management process in place, with regular reviews, with assistance tracked and outcomes evidenced.

Develop pre-tenancy assessments and ensure these are carried out to assess arrears risks, targeting support to vulnerable tenants and ensuring sign-up, and close monitoring at start of tenancy.

Careline People/Partnership

To act as a single point of contact for the Care line service which provides community alarms and Tele care across Birmingham to vulnerable residents and to directly manage the delivery of all aspects of the Care line Service.

To engage with partners to assist with joint working in relation to other service areas and to act as a single point of contact for BCC in relation to external partners. This will include health, People Directorate, Alarm providers and external contractors.

To work with service providers and co-ordinate input to maximise opportunities for service integration to deliver more efficient and effective services.

To establish a framework for engagement with alarm and tele care users and work with communities to agree priorities and develop a problem-solving approach to respond to agreed priorities for improvement.

To be conversant and proficient in operating all of the technology associated with a community alarm and tele care service and ensure that we are using equipment that meets the needs of customers and achieves value for money.

To be responsible for ensuring quality compliance with all processes and the delivery of key performance indicators relating to the delivery of the Care line service. This will include ensuring that the service maintains accreditation to Tele care Services Accreditation (TSA)

To liaise with contractors, alarm and tele care providers to ensure cohesive delivery of services to all customers– including those relating to the physical maintenance of alarm and tele care stock.

Older People/Partnership

To work in partnership with external organisations to ensure that we are delivering a quality service to customers that improves their well-being and meets their needs.

To manage all aspects of the sheltered housing service in accordance with departmental policies and procedures. This includes the service within sheltered housing schemes and older people within the community.

To ensure that all staff are adequately trained to deliver a service to older people.

To oversee the production of management performance information to enable performance management of all aspects of the Sheltered Housing Service and the delivery of relevant target Key Performance Indicators

To work with service providers and co-ordinate input to maximise opportunities for service integration to deliver more efficient and effective services.

To be responsible for negotiating maintenance contracts for all of sheltered housing equipment and services and ensuring that they are monitored to achieve maximum efficiency.

To manage the sheltered housing budget to ensure maximum efficiency and value for money is achieved.

To work with services and partners to identify opportunities for joint procurement and commissioning.

To manage the delivery of resources – human / monetary / physical – in the delivery of services

To manage staff according to HR procedures relating to absence / performance / conduct / development and to be accountable for performance in this respect

Customer Involvement/Partnership

To establish a framework for tenant and resident involvement to be delivered through local teams.

To ensure that adequate arrangements are in place for the co-regulation of the housing (landlord) service with tenants.

To put in place a training and development plan for tenants and residents to support their engagement in the framework.

To oversee compliance of tenant and resident led bodies, including Housing Liaison Boards

To establish a framework for the monitoring and support of Tenant Management Organisations and ensure that this is implemented to a high standard.

To keep abreast of new legislation and opportunities for tenant engagement and ensure that these are adequately promoted and understood by staff and tenants as appropriate.

To establish a framework to support Housing Managers to undertake cohesive housing management including the engagement of tenants in the housing service.

Security Service/Partnership

To oversee the delivery of the security service

To manage the implementation of a new service design

To communicate the new service design to staff and ensure understanding.

To ensure appropriate training is provided to staff as required.

To ensure that appropriate consultation is completed with all service users and partners prior to any changes to the service.

To ensure the newly configured service is working alongside other service areas within Housing Management

To manage the delivery of resources – human / monetary / physical – in the delivery of services

To manage staff according to HR procedures relating to absence / performance / conduct / development and to be accountable for performance in this respect

To act as a single point of contact for the security service which provides a service to tenants across Birmingham and to directly manage the delivery of all aspects of the service.

To engage with partners to assist with joint working in relation to other service areas and to act as a single point of contact for BCC in relation to external partners. This will include other directorates and external contractors.

To be accountable for delivery of quality performance

To oversee staff health, safety and security including undertaking relevant risk assessments to ensure staff safety.

Apprenticeships

Put systems in place to monitor the performance, wellbeing, safety and conduct of staff and apprenticeships.

Ensure that your team are clear about their roles and responsibilities via effective and regular briefings, 1 to 1's, team meetings and ensure that you have systems in place to measure performance/conduct and where appropriate address any issues.

Ensure that your team are clear about their roles and responsibilities via effective and regular briefings, 1 to 1's, team meetings and ensure that you have systems in place to measure performance/conduct and where appropriate address any issues.

Put systems in place to ensure that tools, equipment, and assets such as vehicles are in good working order, being used appropriately and in accordance with Place directorate/BCC policies and procedures.

You will be responsible for managing budgets and determining how monies are allocated based on service needs/priorities, consulting with tenants.

Lead on embedding a culture where apprentices take pride in improving and maintaining the cleanliness and appearance of our neighbourhoods and work positively with citizens to educate and support environmental cleanliness, reducing waste and increasing recycling and social responsibility.

Think Family

To coordinate, manage and promote the Think Family Programme within Housing Management.

Management of a performance monitoring framework, ensuring recording systems are outcome and impact focused.

Collation of management and performance information in line with agreed systems and processes.

To support the Place Directorate Performance Board ensuring qualitative performance management information is presented.

Ensure the management of performance against expectations and delivery of outcomes set out in the SLA.

To research and set up an appropriate case management system including safeguarding procedures and train all relevant staff .

Managing the Improvement Plan for housing's contribution to the safeguarding of children and adults.

Providing direct support to the Service Director - Housing, in his corporate role on safeguarding.

Working collaboratively with the People Directorate and key partners to ensure that the systems put into place are compatible with other elements of the TF programme.

Supervise the Business Support Project.

Responsible for the monitoring and provision of financial information relating to the Think Family budgets.

Put in place a training matrix for staff involved in the Think Family Programme.

Lettings Suites

To manage the operation of the Lettings Suites

To deliver on outcomes across multi-functional service to minimise void loss, sustain tenancies and maximise incomes and mitigate the effects of welfare reform upon our customers.

To performance manage the delivery of services to all new tenants through the Lettings Suite, including appropriate support to enable sustainable tenancies.

To work with stakeholders to ensure that all new tenants are informed and able to access support as relevant from stakeholders.

Promote and develop partnership working especially in relation to House to Home, DWP and third sector advice and support providers.

Develop close working with Neighbourhood Advice Service (NAIS) for the delivery of advice to BCC tenants.

Develop operational working arrangements with the Void service and relevant Void Managers to deliver timely lettings to achieve turnaround targets.

Work with Allocations and pre tenancy/letting service areas.

Report on performance relating to tenant sustainability.

Responsible for the appropriate sign off and handover of new lettings at 12 weeks

Promotion of digital and financial inclusion through the Letting Suite service.
Work closely with Tenancy Estate Management and other managers from across the service to ensure effective delivery of tenancy management.
Liaise with Birmingham Municipal Housing Trust (BMHT) development for the effective resource planning and letting of BMHT properties.
Ensure effective implementation of triage, escalation and case management.
Ensure all operational staff are fully trained to delivery technical advice relating to benefit maximisation, budgeting etc.

Health and Safety

To support and work closely with managers, housing officers, estate-based staff, trade unions, directors and safety committees to ensure that risks are identified and assessed and that activities are prioritised and co-ordinated to further control and mitigate risks, including the development of safety plans, work programmes, training and performance measures.

To advise on the developments within health, safety and welfare and the implications of change and support Housing Management in adapting and implementing revised policy and arrangements as required.

To monitor and analyse statistics to identify trends, and where necessary investigate accidents to establish underlying causes, making recommendations as appropriate. Lead and support the development of health and safety policy, guidance and toolkits including the development of Risk Assessment, Safe Working procedures and the delivery of training.

To lead and undertake audits, inspections, and assessments and where necessary liaise with housing staff, BCC tenants and Housing Liaison Board members and other residents' groups. This will include carrying out Fire Safety Risk Assessments in BCC high and low rise flatted accommodation and internal/external communal areas.

Take responsibility for producing safety literature, guidance, signage, and posters that will be communicated to BCC tenants or situated at locations across the BCC Housing environment.

Maintaining an awareness of factors that may affect Birmingham City Council and its trading partners.

Liaise and work with other professional support services including legal services in respect of criminal action and or claims against the Council. Also liaise with appropriate outside bodies (emergency services, HSE) including in respect of major incidents etc.

Leading on employee wellbeing

OBSERVANCE OF THE CITY COUNCIL'S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED

3.0 SUPERVISION RECEIVED

3.1 SUPERVISING OFFICER JOB TITLE: Senior Service Manager (Gr 6)

3.2 LEVEL OF SUPERVISION

3. Plan own work to ensure the meeting of defined objectives.

4.0 SUPERVISION GIVEN (excludes those who are INDIRECTLY supervised i.e. through others)

POST TITLE	GRADE	NO OF POSTS	LEVEL OF SUPERVISION*
Variable – generally Housing Officer but will be dependent on housing manager role within overall structure.	Gr4 (Occasionally Gr 3)	Variable	Level 2

5.0 SPECIAL CONDITIONS

Duties and responsibilities may include any of those detailed above and may be varied according to the needs of the designated service area (s). They may also include any other duties that are commensurate with the grade and nature of the post. There is an expectation that the post holder will develop the key competencies to ensure flexible and integrated working across the Directorate.

A key feature of the post is to support and manage change whilst leading on a designated area of service management.

Staff may be required to work outside normal working hours

At Birmingham City Council (BCC), we are committed to creating an environment and culture that promotes equality, diversity, and inclusion; making sure BCC is a place for people to be their best, authentic selves. We welcome applications from people of all backgrounds, including those with caring responsibilities and flexible working options will be considered. We are building up our vibrant staff networks for peer-led support, with safe spaces for those who need it and offer access to our talent programmes to support everyone in reaching their aspirations and fulfilling their potential.

OBSERVANCE OF THE CITY COUNCIL'S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED

Person Specification

Post: Housing Manager

Grade: Gr5 *(consultation grade - subject to formal evaluation under the Pay Equity Review)*

Division: Housing Management

Section: Landlord Services

Directorate: Housing

**Method of Assessment (M.O.A.) A.F. = Application Form; I = Interview;
 T. = Test or Exercise; C. = Certificate; P. = Presentation.**

ESSENTIAL CRITERIA

Experience, Knowledge, Skills, Ability, Training, Development, Education, Qualifications

Please demonstrate in your application, using examples where possible, that you have the ability to meet the following criteria essential to this post:

	Method of Assessment*
1. An appreciation of the local and national housing issues.	AF & I
2. A commitment to the delivery of a high quality service with an emphasis on the tenants'/customers' varied needs. This will include working with residents and translating their needs into practical solutions.	AF I & P
3. Communication skills to enable you to:-	
- receive and relay accurate information.	
- relate effectively to employees and tenants/customers.	
- interpret and access information and write clear, concise reports.	AF I & P
4. Ability to manage budgets.	AF I & P
5. Ability to supervise, train and develop your team (both office and estate based) and other terms when deputising for the Senior Service Manager.	AF & I

- | | | |
|----|--|--------|
| 6. | The ability to write cogent, grammatically correct, well argued and concise letters and reports for a variety of purposes. | AF |
| 7. | An understanding of Quality Assurance approaches. | I |
| 8. | The ability to manage a wide range of tasks with conflicting priorities. | AF & I |

Cont'd

* AF = Application Form I = Interview T = Work based test or exercise P = Presentation

Job Title: Housing Manager

Ref No:

Location: Various

Grade: GR5

ESSENTIAL CRITERIA (Continued)

Experience, Knowledge, Skills, Ability, Training, Development, Education, Qualifications

Please demonstrate in your application, using examples where possible, that you have the ability to meet the following criteria essential to this post:

- | | | Method of Assessment* |
|----|---|------------------------------|
| 9. | The ability to encourage tenant/customer involvement including proactive encouragement to broaden representation that reflects local communities. | AF & I |

- | | | |
|-----|--|--------|
| 10. | The ability to act as Lead Officer at formal meetings with Members and tenants. | AF & I |
| 11. | For the Health and Safety role only – to be in possession of or working towards a NEBOSH Diploma in Occupational Safety and Health or equivalent | |

All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.