

JOB DESCRIPTION

Job title: Senior Housing Services Manager **Reports to:** Director of Housing Services

Line Management: 7 Housing Managers

Job summary

Develop, deliver, assure and protect the HHT services across the UK, including monitoring and ensuring consistent compliance with current legislation to all of HHT's processes.

To be an active member of the Senior Management Team ensuring that all Housing Services issues are discussed and acted upon appropriately.

To co-ordinate the HS team effort across regional boundaries

To Line manage all HM's/HO's

To manage the operational delivery of all cross regional projects and change programmes

To act as the champion for HS operational issues within the SMT

Assure all stages of the tenancy process including Initiating and conduct viewings and sign-up for new tenants and interview and recommend applications for transfer, assignments and succession

Act as the HM for a small number of properties in Morden

Work with the Housing Director to deliver an change programme that will transition housing services to a regional model

Coordinate all operational delivery in the 4 Regions ensuring a consistent approach is achieved

Collate and develop all operational reporting data

Stand in for the HD when not available

Person Specification

	ESSENTIAL	DESIRABLE
Qualifications/Education		
First degree in a relevant subject		X
ECDL		X
Knowledge, Skills & Experience		
Detailed knowledge and experience of working with the Veterans community	X	
2 years relevant experience in Housing Management		X
2 Years relevant experience in Property Management at a senior level	X	
Relevant experience in Budget management and control	X	
Excellent communication skills across all mediums (written/social media/verbal etc)	X	
Clear attention to detail whilst maintaining sight of the bigger picture	X	
High level of competence when using the MS Office packages	X	
Knowledge and experience of working with legal frameworks and legislation	X	
Personal Qualities		
The ability to think, work and communicate at a strategic level	X	
The ability to be a self-starter who can interpret strategic direction and deliver the operational output		X
Has a deep sense of duty who is able to deliver sensible solutions to complicated issues over a wide range of stakeholders		X
The ability to influence individuals and groups	X	

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Self-motivated, unafraid to challenge and be challenged	X	
Able to build relationships, trust & credibility with diverse audiences	X	
A problem solver, with clear evidence of a proactive, collaborative & agile mindset	X	
Clear identification with charitable purpose and tireless working for beneficiaries		X
The ability to problem solve over a large spectrum of subjects		X
Be able to empathise with individuals in a sensible and professional way	X	
Personal resilience to work effectively and stay calm under pressure and	X	
Ability to deal with confidential information whilst maintaining confidentiality		X
Flexibility to work beyond standard hours to meet the requirements of tenants	X	
Ability to work collaboratively across a diverse range of organisations and individuals	X	
Comply with responsibilities regarding safeguarding & training	X	