

JOB DESCRIPTION

Job title: Housing Manager Southwest Region

Reports to: Senior Housing Manager (SHM)

Job summary

- Develop, deliver, assure, and protect the HHT services within AOR, including monitoring and ensuring consistent compliance with current legislation to all of HHT’s processes.
- To actively network with support organisations within AOR to assist the delivery of HHT operations.
- Conduct all tenancy sustainment activity within AOR to ensure they are appropriately supported E-2-E
- To Inspect all properties and estates, inside and out, at least once in every 12-month period.
- To act as the champion for beneficiaries in any dispute with HHT processes.
- Conduct all stages of the tenancy process including Initiating and conducting viewings and sign-up for new tenants and interview and recommend applications for transfer, assignments, and succession, this should also include tenancy sustainment and sign posting where applicable.
- Work with property services in ensuring the delivery of a high-quality service.
- Ensure all data held is regularly updated in the management systems used by HHT (Civica Cx)
- Stand in for the SHM as appropriate.
- Monitor the legislative requirements as issues by the Welsh Senedd and be registered by Rent-Smart-Wales as HHT’s nominated representative.

Person Specification

	ESSENTIAL	DESIRABLE
Qualifications/Education		
ECDL		x
CIH level 4 In Housing Management		x
Rent Smart Wales		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		x
Effective communication skills across all mediums (written/social media/verbal etc)	x	
Clear attention to detail whilst maintaining sight of the bigger picture	x	
Intermediate – Advance level of competence when using the MS Office packages	x	
Knowledge and experience of working with legal frameworks and legislation	x	
Experience in working with external agents, and the ability contract manage		x
Personal Qualities		
The ability to think, work and communicate at an operational level	x	
The ability to be a self-starter who can interpret strategic direction and deliver the operational output	x	

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Has a deep sense of duty who is able to deliver sensible solutions to complicated issues over a wide range of stakeholders		x
To have empathy for the veterans group and understand the challenges many of them face	x	
Self-motivated, unafraid to challenge and be challenged	x	
Personal resilience to work effectively and stay calm under pressure	x	
Ability to deal with confidential information whilst maintaining confidentiality		x
Flexibility to work beyond standard hours to meet the requirements of tenants/business	x	
Ability to work collaboratively across a diverse range of organisations, stakeholders and individuals	x	
Comply with responsibilities regarding safeguarding & training	x	
Commitment to Equality Diversity and Inclusion	x	