

# Housing Manager

JE Code: JE2290



**Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council**

<b>Job Title</b>	Housing Manager – Neighbourhood Services
<b>Service</b>	Housing Operations - Neighbourhood Services
<b>Reports to:</b>	Neighbourhoods Services Manager
<b>Job Family</b>	Professional and Technical
<b>Grade:</b>	I
<b>Political restricted</b>	N
<b>Date:</b>	December 2021
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## Key Deliverables

1.	Delivering inspiring and motivational management to a team of housing professionals, facilitating a holistic response to people and place-based services including caretaking, and providing expert advice and clear feedback to ensure continued development and delivery of high-quality work in a fast-paced environment.
2.	Promoting collaborative working and flexible working practices to ensure all areas of the service are considered and supported as needed. Providing direct line management to a team and managing complex HR and performance issues to ensure matters are resolved in accordance with MKC policies.
3.	Managing a team, the role holder will ensure excellent case management and joint working is delivered by the team, including mediation and negotiation. They will develop and implement monitoring and audit processes to ensure high productivity and continued service improvement.
4.	Allocate and monitor resources effectively to provide a robust service, ensuring compliance with the Housing Acts, Anti-social Behaviour, Crime and Policing Act and Health & Safety legislation and all related statutory guidance. This will include keeping abreast of the local government agenda and national policy.
5.	Ensure complaints are investigated and reports prepared, to deliver timely and appropriate resolution for residents. Managing and addressing complex multi-faceted tenancy problems and complaints and bringing these to resolution independently while maximising opportunities to learn when things go wrong and increase positive outcomes for residents.
6.	Provide specialist advice to develop and build strong and productive relationships with colleagues and partner agencies, including, Thames Valley Police, elected members, Public Realm, customer services, Adults and Children's Services.
7.	Ensuring data and information is captured and stored appropriately to inform performance management, and provision of quality, reliable information. Monitoring and reviewing data and systems, such as Northgate, to provide management reports regarding operational performance as directed.
8.	Deputise for Neighbourhoods Service Manager and Head of Housing Operations as required, representing the service in different forums such as MARAC, Scrutiny committee, Council, Parish council and internal meetings.
9.	To be responsible for authorisation of spend to delegated level, identifying efficiencies and taking action to realise these budgets for maximum value for money.

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

## Essential Requirements (key skills & qualifications)

1.	Chartered Institute of Housing Professional Qualification Level 4 or equivalent level of knowledge and experience. With ability to evidence detailed and demonstrable understanding of the legislative frameworks and statutory requirements relating to modern Housing Management, this will include a comprehensive knowledge of: Secure tenancy management relating to Housing Act of 1985 and relevant knowledge of the Housing Act 1988, Housing Act 1996 and the Localism Act of 2011 and the Anti-social Behaviour, Crime and Policing Act 2014.
2.	Experience of developing and maintaining excellent collaborative working relationships with a wide range of customers/stakeholders, with proven ability to manage complex situations effectively.
3.	Demonstration of a thorough understanding of current and future issues affecting social housing including the charter for social housing residents: the social housing white paper.
4.	Experience of leading, motivating and managing people to deliver effective tenancy and estate management with high quality customer-focused outcomes where health and safety is prioritised.
5.	High level written and oral communication skills, including the ability to provide a high level of negotiation skills to manage complex situations effectively.
6.	Ability to drive own vehicle, holding a clean and valid UK driver's licence.

# Job Family

Professional/Technical  
Grade I



## Colleagues Expectations

- Be professional at all times
- Work together for the good of the team, council and local people
- Promote a supportive culture
- Challenge assumptions
- Take ownership
- Be willing to change and do things differently
- Always work in a safe manner

## Managers expectations

- Be a role model by displaying positive behaviours at all times
- Make well-considered decisions
- Support, coach and communicate with my team
- Be accountable for my team's performance

Professional/Technical job holders rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing Council assets, the development of policies and procedures and the strategic direction of the functions they support.

## Role Characteristics

At this level job holders use their extensive experience and postgraduate level professional knowledge to take a lead in complex interactions with others, delivering change by evidence-based argument and persuasion. They exert professional influence on the organisational structures and procedures within their working area to enhance productivity, efficiency and customer satisfaction.

## The Knowledge and skills required

The advanced theoretical knowledge required to make appropriate judgements and decisions at this level is augmented by ongoing professional development and awareness of external legislative and societal change. Also by a deeper understanding of the Council operational structures which both support and depend upon the job holder's actions and advice. Roles will be professional experts, providing guidance to those in earlier career stages.

While the majority of roles will have demands for manual dexterity in relation to typing and similar functions, other jobs will use a range of equipment requiring precision in their use and handling.

## **Thinking, Planning and Communication**

Job holders will use their professional expertise to deal with complex, pressing issues on a day to day basis, but will also look well ahead and take a more strategic view of their project and service delivery objectives, shaping their teams' composition, approach and operating procedures in accordance with wider service goals mandated by Service management.

The information exchanged at this level will be routinely complex and even contentious in nature. Job holders will, however, have additional demands placed upon them by the need to persuade others to adopt courses of action which they may not otherwise wish to take, based on evidence-based and reasoned argument. This will occur in written interactions but can also be the case in face to face verbal exchanges where job holders will advocate a position in response to opposing opinion in a formal or informal setting.

## **Decision Making and Innovation**

Job holders will have the freedom to interpret policy and broad operating guidelines in order to shape their teams' detailed approach to meeting their corporate objectives and targets. They will deal with escalated, multi-faceted problems independently and will tend to only consult their manager on fundamental policy or resource issues.

## **Areas of responsibility**

With a diverse range of jobs being represented at this level, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

External facing roles will focus on the needs of people, whether external service users or partners and will be responsible for high impact decision making and the implementation of appropriate programmes on behalf of individuals or groups of people or enforcement of regulations which have direct and significant consequences upon those served. Such roles are likely to have at least one other elevated level of responsibility for such elements as finance, information assets, equipment or premises.

Internal facing roles are likely to have this pattern reversed, with the weightiest responsibility for highly valuable or significant financial and non-financial assets, but somewhat less accountability for the assessment of needs of individuals and groups.

Jobs will generally have formal line management responsibility and will not only allocate and check work, but also be directly involved in assessment, recruitment, and other human resource related procedures. Posts that do not have this level of managerial responsibility are likely to have compensatory levels of accountability in relation to the users of Council services, finance or other major asset(s).

## **Impacts and Demands**

Tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

The combination of both tactical and strategic matters that job holders deal with means that roles are inherently complex, demanding of lengthy periods of concentrated mental attention while also managing high levels of work-related pressure from deadlines, interruptions or conflicting demands.

Duties of jobs at this level will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions. Particularly when the needs of their specialism require them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments.

Other jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.