

RUNNYMEDE BOROUGH COUNCIL



JOB DESCRIPTION

1. POST DETAILS

Department : H&CS

Post Title :Area Housing Manager

Division :Housing

Post No. TBC

Section :Housing and Neighbourhood Services

Working Hours :37

Grade :9/10 (progression to 10 with CIH level 3 or higher (or commensurate qualifications) or five years or more experience in a similar role (both grade and function) in the social housing sector)

Work Base :Civic Offices

Prepared/Agreed by : Maggie Ward

Date : 24th December 21

2. ORGANISATIONAL RELATIONSHIPS

Reports to : Senior Area Housing Manager

Directly Supervises : _N/A

Deputising Responsibility : N/A

Indirectly Supervises : N/A

3. RESPONSIBILITIES FOR RESOURCES

None

4. JOB PURPOSE / OBJECTIVES

To proactively manage a dedicated area of approximately 700 Council properties, including general needs, Independent Retirement Living (IRL), temporary accommodation and leasehold properties. The postholder has responsibility for addressing tenancy and estate issues in their allocated management area. Referrals to the Audit and Enforcement Officer and the Tenant Support Officer will be required to ensure issues are effectively managed. Close liaison will also be required with the Area Housing Maintenance Surveyor and caretaking team to manage estate issues. There will be a strong focus on the management of rent arrears and performance targets associated with this. The management of arrears will be addressed proactively to ensure legal action is considered as a last resort.

5. MAIN DUTIES OF THE POST

FREQUENCY

(daily, weekly, monthly, annually, etc)

Tenancy Management

Complete comprehensive new tenant visits for all new tenants, whether this be introductory, secure, flexible, non-secure tenants or licensees. For introductory tenants visits must take place both at the commencement of the tenancy and the end of the introductory period.

Ongoing

Make recommendations to the Senior Area Housing Manager on the suitability of new tenants passing the introductory period of their tenancy or extending/ending the tenancy.

As required

Make recommendations to the Senior Area Housing Manager on the termination of non-secure tenancies and licences, also ensuring liaison with the Housing Solutions Team.

As required

Deal with enquiries from residents concerning all aspects of their tenancy. This may necessitate interviewing, writing to and visiting residents in their homes and may include the service of notices.

Ongoing

Undertake preliminary investigations of tenancy breaches and compile referrals that fall within the relevant remit to the Audit and Enforcement Management/Officer where the breach cannot be immediately resolved and or needs more detailed investigation, except for rent arrears, succession/non-succession, relationship breakdown/transfer of tenancy and estate related issues – these will be the responsibility of the postholder.

As required

Attend relevant meetings with internal and external partners around matters relevant to the management of tenancies.

As required

Prepare witness statements and attend court where required in line with direction from the Senior Area Housing Manager and/or Audit and Enforcement Manager in relation to breaches of tenancy.

As required

Liaise and make referrals to the Tenant Support Officer to ensure tenants receive dedicated tenancy sustainment to prevent ongoing breaches of tenancy.

As required

Manage all aspects of garage licences, including termination and clearance.

Ongoing

Provide advice, and apply policy and procedures regarding succession, non-succession and transfer of tenancy.

As required

Provide information to support the flexible tenancy review process and assist with recovering possession of a property where the flexible tenancy has not been renewed, this may include supporting the tenant to find alternative accommodation.

As required

Processing of mutual exchanges within the designated management area	As required
Undertake sign ups where they cannot be performed by Customer Services or where the needs of the tenant dictate that a bespoke sign up is required.	As required
Ensure the use of alert flags and undertake regular reviews of cases assigned an alert flag.	Ongoing
Identification and escalation of safeguarding concerns in relation to vulnerable tenants	As required
Undertake any other duties in relation to the management of tenancies as directed by the Senior Area Housing Manager	As required

Estate Management

Undertake quarterly estate inspections in conjunction with the Area Housing Maintenance Surveyor for the designated management/repairs area to ensure estates are maintained, includes addressing untaxed/abandoned vehicles, overgrown gardens, flytips etc. Includes addressing issues and referring any ongoing items that need enforcement action to the Senior Area Housing Manager.	Quarterly
To actively engage residents in the process of completing estate inspections.	Ongoing
Deal with enquiries and complaints from residents concerning estate issues.	Ongoing
Deliver estate improvements as directed by the Senior Area Housing Manager, using project planning methodologies for improvement projects.	As required
Monitor cleaning of communal blocks and grounds maintenance, reporting issues/concerns to the Senior Area Housing Manager and/or the appropriate department for resolution	Ongoing
Inspection and monitoring of shared houses, including completion of risk assessments in communal areas and identifying solutions to remedy concerns.	Weekly
Liaison with the estate based caretaking team.	As required
Undertake any other duties in relation to the management of estates as directed by the Senior Area Housing Manager	As required

Tenant Participation

Promote resident engagement within the designated management area including establishing new resident groups and helping to actively sustain existing groups, including attendance at resident meetings as required (these meetings may take place outside office hours)	Ongoing
To engage and consult with residents on estate improvements funded by the area estate improvement budget.	As required
To suggest items to the Senior Area Housing Manager for scrutiny via the Runnymede Council Residents Association (RCRA)	As required
To actively promote the RCRA and provide details to tenants interested in joining the committee	Ongoing
Undertake any other duties in relation to resident engagement as directed by the Senior Area Housing Manager	As required

Arrears Recovery

Actively manage rent accounts to prevent accrual of rent arrears in general needs, IRL, temporary accommodation and garages. To include discussions at new tenant visits, and discussions about rent and payments at every interaction with the tenant.	Daily
Manage rent arrears cases up to the value of £1,500 or pre-court stage, applying approved rent recovery procedures. Action includes writing letters, visiting and interviewing tenants, serving Notice, preparation of witness statements etc.	Daily
Apply for possession proceedings and warrants using Possession Claims Online where directed by the Senior Area Housing Manager	As required
Attend evictions taking place as a result of non-payment of rent.	As required
Assist tenants with welfare reform, including advice and assistance with Universal Credit.	Ongoing
Liaise and make referrals to the Tenant Support Officer to ensure income maximisation, budgeting and debt management are addressed, to include attending regular sustainment case reviews.	As required
Where relevant to the management of rent arrears and issues in temporary accommodation, liaise with the sustainment officers in the housing solutions team.	As required
Undertake any other duties in relation to income management as directed by the Senior Area Housing Manager	As required

Leaseholders

To respond to leaseholder enquiries.	Ongoing
To address potential breaches of covenant with leaseholders.	As required
To work alongside Area Maintenance Officers and the Senior Area Housing Manager to take forward planned maintenance and improvements works affecting leasehold properties.	As required
To address any other issues arising with leaseholders	As required
Undertake any other duties in relation to leasehold management as directed by the Senior Area Housing Manager	As required

Right to Buy

Process Right to Buy applications within legislative timescales, including organising initial interviews, undertaking basic fraud checks, inspecting properties for tenant improvements, organising valuations and calculating discounts.	Ongoing
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Customer Service Centre

Liaise with Customer Service Advisors to ensure a seamless service for Runnymede Council tenants.	Ongoing
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General

Participate in a duty rota system to ensure office cover is maintained, lone working monitored and that calls can be escalated from the customer service team.	Ongoing
Provide support to other team members for two person visits	As required
Participate in projects as directed by the Senior Area Housing Manager	As required
Contribute to social media campaigns	As required
Provide excellent customer service to residents	Ongoing

The above is a record of the main duties and responsibilities of this post at a given date. As necessary, following consultation, duties and responsibilities may change from time to time to meet the requirements of the service. Any such changes will be incorporated in a revised Job Description and, where appropriate, result in a re-evaluation of the grade of the post.

Runnymede Borough Council

Person Specification

Post Area Housing Manager

Post No: TBC

Completed by: Amanda Kendall

Date: July 2019

Please ✓ against each criterion to indicate whether it will be assessed from the Application Form (A) or at Interview (I)

Essential	How assessed		Desirable	How assessed	
	A	I		A	I
<u>Education & Training</u>					
Good general education	✓		5 + A-C GCSEs (or equivalent)	✓	
			CIH Level 3 or higher or equivalent qualification	✓	
<u>Experience & Knowledge</u>					
Experience of working in a housing environment	✓	✓	Experience of working in the social housing sector	✓	
Experience of estate management	✓	✓	Experience of court attendance in possession proceedings	✓	✓
Experience of income collection	✓	✓			
Knowledge of the law relating to introductory, secure and flexible tenancies	✓	✓			
Understanding of key issues affecting the management of tenancies	✓	✓			
Experience of addressing issues relating to transfer of tenancy and succession	✓	✓			
Experience of investigating and managing tenancy breaches	✓	✓			
Experience of engaging residents in service delivery	✓	✓			
Experience of visiting tenants in their own home and lone working	✓	✓			
Experience of dealing with difficult situations and customers	✓	✓			
Understanding of safeguarding principles for both adults and children	✓	✓			
Experience of using housing management systems.	✓				

Essential	How assessed		Desirable	How assessed	
<u>Personal Qualities/Personality</u>					
Polite		✓			
Confident		✓			
Assertive		✓			
Diplomatic		✓			
Adaptable/Flexible	✓	✓			
Ability to work in a team and independently	✓	✓			
Ability to keep calm in all situations	✓	✓			
Efficient		✓			
Self-motivated		✓			
<u>Skills</u>	A	I		A	I
Ability to deal with difficult and/or aggressive residents	✓	✓			
Ability to communicate clearly, verbally and in writing	✓	✓			
Ability to manage a complex and varied caseload	✓	✓			
Ability to listen		✓			
Computer/keyboard skills	✓	✓			
Nurate	✓	✓			
Literate	✓	✓			
Ability to record and relay detailed information	✓	✓			
Excellent time management	✓	✓			
Ability to analyse information and make recommendations	✓	✓			
Ability to plan and prioritise workload	✓	✓			
Ability to work under pressure and meet deadlines	✓	✓			
Excellent Customer Service	✓	✓			

<p>Career Objectives</p> <p>Keen to undertake training/self-development</p>	✓				
<p>Special Requirements</p> <p>Able to visit tenants in all types of property, including climbing stairs</p> <p>Able to undertake occasional visits and meetings outside of office hours</p> <p>Full driving licence with access to a vehicle</p>	✓	✓			
	✓	✓			
	✓	✓			