

Housing Manager – Grade 11

Job purpose

As a Housing Manager you will work with colleagues across the organisation supporting the Neighbourhood Housing Service Manager and Housing Services Strategic Manager to deliver the organisation's objectives.

There are a number of functions within Homes and Neighbourhoods, and the different roles will include Neighbourhood Management, Income Management, Customer Support, Empty Homes, Older Persons Support, Estate Caretaking, Leasehold, Non HRA properties (Managing Agents), Partnerships, and Tenant Involvement. You will be required to deputise for the Neighbourhood Housing Service Manager and support other Housing Managers, as and when required.

You will lead and manage a customer focused holistic housing and neighbourhood management service, ensuring high performance and excellent service delivery in areas such as income collection, empty homes, tenancy management and partnership working, by co-ordinating the work of the service area, ensuring resources are available where and when they are needed. You will deliver effective line management to staff, including providing support and guidance in managing caseloads and queries.

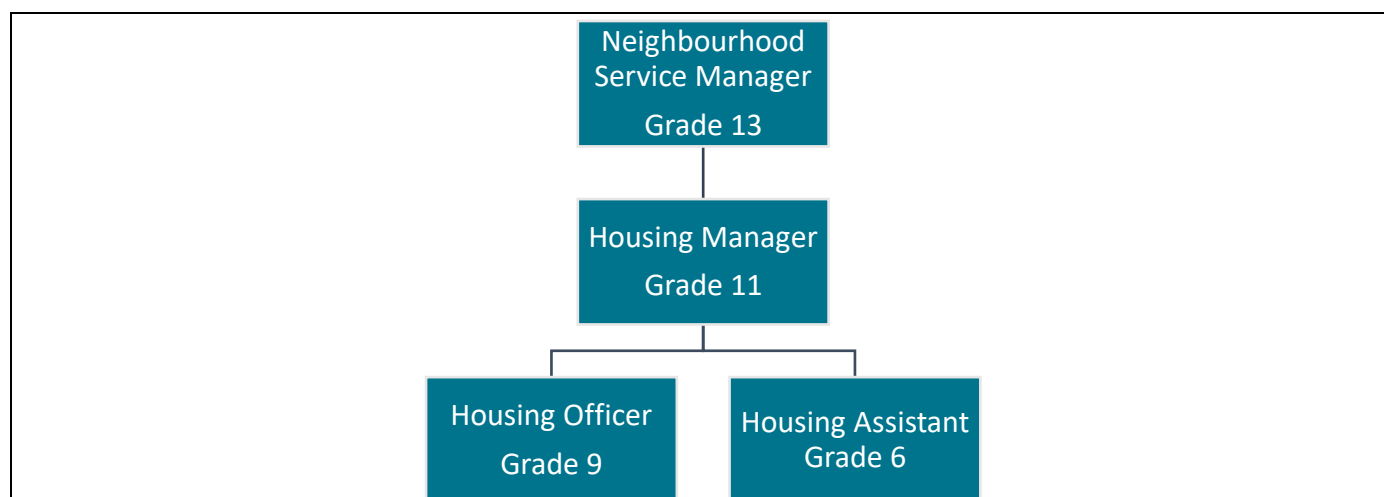
This role is based within [Growth and Regeneration](#). Find out more about [working for Kirklees](#).

Key areas of responsibility

- Ensure staff use effective techniques and approaches which promote longer term resilience and early help towards sustainable tenancies and lifestyles through early intervention and prevention.
- Undertake formal duties in relation to housing legislation, housing fraud, debt, leaseholders, and leasehold services, including court action or First Tier Tribunal, implementing appropriate legislation and codes of practice, preparing the associated paperwork accurately in a timely manner.
- Support staff who are managing complex cases, including antisocial behaviour, debt management, mental health challenges, providing advice and guidance where needed
- Manage a customer focused service which ensures high performance and excellent service delivery in areas such as income collection, empty homes, tenancy management, partnership working and leaseholder services.
- Plan, co-ordinate and deploy resources and workload appropriately to meet team and business demands.
- Deal with a variety of enquiries and escalations, encouraging staff through training and coaching to respond differently in the future
- Work collaboratively with Neighbourhood Service Managers and other Housing Managers to monitor, analyse and deliver improvements across all relevant performance indicator areas in order to increase customer satisfaction.

- Prepare professional and clearly written papers and communications on key issues, liaising with partners such as legal to ensure accurate information is included and when required present verbal or written reports to the service area Management Team, Homes and Neighbourhoods Senior Leadership Team or to external partners such as Courts, First Tier Tribunal, and serious case reviews.
- Participate in organisation wide service reviews and service planning as required and ensure any arising actions are implemented.
- Provide vision and leadership to the team by managing people, performance, development, health and wellbeing issues and resources effectively and in line with relevant policies and procedures.
- Contribute to the development of policies and processes across the organisation to ensure that high quality consistent services are delivered. Keeping abreast of legislation changes and developments impacting on the service.
- Deputise for the Neighbourhood Service Manager as required.

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
GCSE at Grade 4 (C) or above in English & Maths, NVQ 4 or equivalent.	Essential
CIH Level 4 Qualification or willingness to work towards.	Essential
Excellent written and verbal communication with the ability to interact effectively and sensitively, in person, via the telephone and in writing with a range of stakeholders, internal and external.	Essential
Demonstrate a proven track record of delivering targets and goals within operational plans.	Essential
Skill and ability to work with partner organisation to achieve common goals.	Essential
Previous experience of data input and maintenance of databases and/or Contact Management Systems.	Essential

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Literacy and numeracy to a standard required to maintain accurate records and write high quality papers and communications.	Essential
A good level of computer literacy to interrogate various software packages.	Essential
Knowledge of Health and Safety, Equality and Diversity, Safeguarding legislation in relation to the role.	Essential
Able to work flexibly and be responsive to change in order to improve performance.	Essential
Good team working skills with the ability to work effectively as part of a team coupled with the ability to work on one's own to achieve results.	Essential
Ability to understand the importance of budgetary control and proactively manage budgets.	Essential
Able to plan the workload of the team and reprioritise as necessary to respond to emerging issues and changing priorities.	Essential
Able to deal with staff management issues such as absence management and conduct in accordance with HR policies, procedures, and processes.	Essential
Able to advise staff how to respond for non-routine Housing Management decisions that may fall outside of standard procedure, seeking guidance where appropriate	Essential
To inform and make effective decision making to meet individual, team, and overall businesses objectives in line with delegated authority protocols and levels.	Essential
Travel to various locations in order to carry out the duties of the job. Possession of a full and valid driving licence and a car available for work. (Exceptions can be made for disabled applicants).	Desirable
Accepts an enhanced DBS check is required. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.	Essential

Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honest
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 2. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).

Able to work unsocial hours (may need to attend consultation meetings or tenant/resident forums)

Driving licence or able to travel independently across Kirklees, exceptions maybe made for disabled candidates.

DBS check at the appropriate level

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience, and grade of this job.

For Office Use Only:

Job Category	Housing Services	Grading ID	KNH0006
Job ID	80103131	Last Updated	December 2021
Job Focus	Yes	Career Progression	No

Contractual Variants

DBS Category	Adults & Children	DBS Type	Enhanced
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	
Checked by HR	M Lunn		