

## JOB DESCRIPTION

**Job title:** Regional Housing Manager South  
**Location:** Home Based  
**Reporting to:** Head of Housing



### The Role

The main purpose of the role is to deliver a high quality, responsive and sensitive specialist supported housing management service to existing and potential tenants. This will be achieved through the pro-active and diligent management of a region of specialist supported housing stock and the management of 2 x Housing Officers who will manage their own areas. The role holder will be responsible for continuously aiming to provide the best possible tenant experience and being the 'face' of BeST in the community.

### Key Duties/Responsibilities

#### Management and Supervisory Responsibilities

- Manage and supervise the Midland and Southern based Housing Officers, providing continual support and guidance on all property matters, maintaining high levels of engagement and morale and monitoring workloads.
- Manage and supervise the monitoring of voids, rent arrears, service level contracts, tenancy audits in Midland and Southern properties.
- Manage and supervise the monitoring of housing benefit applications concerning any arrears position in the Midlands and Southern properties, liaising closely with the Revenue and Benefits Team.
- Report on the voids and arrears position to the Head of Housing on a monthly basis.
- Evaluate the efficiency of specialist supported housing schemes.
- Recruits induct and train new team members within the regions.

#### Housing Management Responsibilities

- Scrutinise referral applications, sign-up new tenants, prepare tenancy agreements and individual welcome packs, liaise with commissioners and support providers involved in the referral process, co-ordinate the proof of identity process and right to rent checks.
- Provide guidance to new tenants on maintenance services, community services and access to any other services they may require.
- Submit Housing Benefit claims where required and address any issues that may arise during the claim, liaising closely with the Revenue and Benefits Team and updating all systems.
- Act as advocate for tenants to ensure they can access all key internal and external services.
- Undertake regular visits to schemes to complete service level contract monitoring and identify any problems and areas of improvement, liaising closely with support providers to ensure that schemes are managed in line with service level agreements.
- Provide pro-active support to tenants who are struggling to sustain a tenancy. This includes, but is not limited to, ensuring tenancy agreement responsibilities are undertaken, signposting tenants to welfare rights services, money advice and mutual exchange and volunteering/employment initiatives, where appropriate.

**Registered Office:** 2A Sentinel House, Albert Street, Eccles, M30 0NJ

**Bespoke Supportive Tenancies Ltd** is a charity registered in England, registration number: 1143046. A registered provider of social housing, registration number: 4718. A Not-for-Profit organisation, limited by guarantee, registration number: 07375502.

- Liaise effectively, and develop strong working relationships with, a variety of internal departments, statutory, voluntary, and private organisations including local authorities, housing benefit departments, welfare rights services, DWP, charities and debt management services.
- Liaise with development on any de registration of schemes that may be transferred to housing management.
- Respond swiftly to enquiries, complaints requests or problems raised by tenants, support providers appointee's and or family members or other related services.
- Offer personalised solutions to tenants and their schemes in relation to any problems.
- Host or attend Multidisciplinary Team Meetings, deal with safeguarding issues when necessary and progress any actions with the tenant.
- Issue Notices of Seeking Possession where appropriate, always adhering to current housing law and attending court hearings if necessary.
- Liaise closely with the repair and maintenance teams concerning any property maintenance related issues report any emergency repairs to the Maintenance Team.
- Liaise closely with the Housing Administrator and external agencies to understand the current position of all voids within your designated area.
- Manage and monitor voids, rents and housing benefit across the region updating BeST's computer system (SASSHA) to meet key performance areas.
- Reach agreements to reduce rent arrears, when necessary, with relevant parties.
- Work with the Tenant Engagement Lead Officer to develop, support and maintain tenant involvement opportunities and submit content for the quarterly Snippets newsletter.
- Comply with BeST's Housing Management, Safeguarding, Complaints, Lone Working and H&S Policies.
- Identify training needs as necessary and be committed to continuous professional development.
- Undertake other duties as commensurate with the role of Regional Housing Manager and as instructed by the Head of Housing.

### **Essential Skills/Experience**

- Good general education up to GCSE/HND level.
- An understanding of customer care and a commitment to the provision of consistent quality housing services.
- An understanding of the needs of tenants living in specialist supported accommodation in respect of mental health and learning disabilities.
- An understanding of performance management and managing diverse, generic, and dispersed housing teams.
- 2 years supported/general needs housing management experience.
- Experienced in safeguarding, health and safety, lone working, and complaints monitoring.
- Experience of housing management policy and process improvements.
- Experience of building relationships with multi agencies to provide support and training to Housing Officers when dealing with serious breaches of tenancy and other tenancy related matters.
- Experience of managing own workload and multi-tasking.
- Ability to communicate effectively both internally and externally with staff, tenants, support providers, their representatives and other support professionals.
- Ability to work effectively as part of a team and to contribute to the achievement of team targets and outcomes.

**Registered Office:** 2A Sentinel House, Albert Street, Eccles, M30 0NJ

**Bespoke Supportive Tenancies Ltd** is a charity registered in England, registration number: 1143046. A registered provider of social housing, registration number: 4718. A Not-for-Profit organisation, limited by guarantee, registration number: 07375502.

- Ability to work under pressure and to deadline and to maintain accurate records.
- Good interpersonal skills, time management and problem-solving skills.
- Excellent customer service skills.
- Excellent negotiation and influencing skills.
- Experience of housing management databases, Microsoft packages (Excel, Word, Teams) with ability to retrieve information.

### **Desirable Skills/Experience**

- CIOH level II/III in a housing management related qualification.
- Supervisory/management experience of small teams.

### **Other**

- Full driving licence and access to own car.

**Please forward your CV and cover letter to [info@bestha.co.uk](mailto:info@bestha.co.uk)**

**Registered Office:** 2A Sentinel House, Albert Street, Eccles, M30 0NJ

**Bespoke Supportive Tenancies Ltd** is a charity registered in England, registration number: 1143046. A registered provider of social housing, registration number: 4718. A Not-for-Profit organisation, limited by guarantee, registration number: 07375502.