

ROLE PROFILE

Department:	Customer & Communities
Job Title:	Housing Management Team Leader
Key Skills Required:	Must be self organised, have the ability manage and lead a team to meet tight timescales & be able to effectively prioritise tasks. Have the skills to manage, coach and develop staff. Ability to work without close supervision, and ensure the business meets the needs of a diverse range of people.
Job Purpose:	To deliver a high quality housing management service that meets the needs and aspirations of our customers and contributes towards the wider business objectives and purpose of the organisation.
Reporting to:	Housing Management Operations Manager
Responsible for:	Teams and customer facing staff in a number of roles

Key Responsibilities and Accountabilities

To be responsible for recruitment, training and development of staff. To pay particular attention to performance monitoring and developing the skills of individuals and team. Where necessary to carry out disciplinary or capability actions.

To be accountable for and promote equal opportunity, diversity, community cohesion and Midland Heart values in delivery of the service.

To be accountable for and promote health and safety compliance in delivery of the service.

To be accountable for effective use of resources within your designated area of activity to meet the business and service objectives.

To contribute to the effective contract management of designated contracts to ensure value for money and delivery of business and service objectives.

To be accountable for the delivery of a quality service recognising the need to achieve continuous improvement, value for money and high levels of customer satisfaction.

To promote service delivery and development that increases first contact resolution, right first time service delivery and a channel shift in access to services.

To be engaged in the development or review of policy and procedure in identified areas to meet the business and service objectives.

To be responsible for the recruitment and performance management of a designated team and individuals in accordance with business aims and management style. Ensuring that service standards are met.

To be responsible for maintaining appropriate relationships and partnerships within and beyond Midland Heart to make effective use of resources.

To engage in business planning and budget setting and to be accountable for effective communication of outcomes to be delivered to team members.

Main Duties

To manage a team or individuals. To carry out performance and development appraisal including one to one meetings, management of absence, capability, disciplinary investigations and the recruitment and training of team members.

To manage team and officers workloads, service demand and performance against service standards and business objectives.

Manage and mitigate the likelihood and impact of risks to business continuity through effective resource planning

Respond to and resolve service failures and customer complaints and implement or recommend service improvements to prevent similar incidents within the service area or business and reduce other avoidable contacts.

To work as part of project teams as and when required.

To attend meetings and deal with emergencies out of hours as and when required.

To deputise in the absence of the Operations Manager.

To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Heart Health & Safety Policy commensurate with this position.

Any other duties commensurate with this post.

This post is not area specific and you will be expected to work in an agile and flexible way, including traveling to different work locations across Midland Heart's operational areas as determined by the needs of the business and / or being flexible with working patterns to meet the variable demands of customers.

Person Specification

	Application	Interview	Test
Education, qualifications and training			
1. Educated to 'A' level standard (or above) and have obtained five GCSE (grade C or above) standard including English, Mathematics and ICT.	X		
2. Evidence of on-going personal development.	X	X	
3. Hold or be willing to work towards a relevant professional qualification.		X	
Experience			
4. Team leadership and performance management.	X	X	
5. Working in a customer service environment and delivering excellent customer experience.	X	X	X
6. Operational experience of delivering Housing Management services, including the application of housing and other relevant legislation.	X	X	X
7. Personal contributions to service improvement and development of policies and procedures.	X	X	
8. Track record of success in delivering business objectives and outcomes.	X	X	
Knowledge			
9. A good working knowledge of housing and other relevant legislation.	X	X	
10. A sound knowledge of accepted good practice in service delivery within the social housing and customer service.		X	
Skills			
11. A high level of communication and interpersonal skills.		X	X
12. Be able to demonstrate excellent organisational, motivational and problem solving skills.		X	X
13. A good team player but the ability to work independently and make difficult decisions when required.		X	X
14. To be able to analyse and interpret complex information and use it in individual casework and service improvement.	X	X	X
15. Effective use a wide range of ICT systems and software necessary for the delivery of service and business objectives.	X	X	X
Behaviours			
16. Able to identify and meet the needs of a diverse range of people and understanding safeguarding and equality and diversity issues.	X	X	X
17. Commitment to quality service provision and customer satisfaction.		X	
18. Ability and willingness to engage customers in service development and scrutiny.	X	X	X
19. Resilience and the ability to support and motivate staff through difficult and challenging circumstances.	X	X	X
20. Innovative and receptive to new ideas and ways of working and		X	X

willing to challenge existing practices and propose practical alternative solutions.			
21. Flexible and prepared to work outside normal service operating hours according to the needs of the service.	X	X	
22. Ability and willingness to travel	X	X	