

Role Profile and Specification – Landlord Services Manager

Service Area	Housing Services
Role Title	Landlord Services Manager
Location	Oxted/Agile
Reports to	Head of Housing
Salary/Grade	Grade 7
Duration/Hours	Permanent / 37 hours pw

Service Area Purpose

To provide an effective and proactive tenancy management service, ensuring outstanding customer service and service delivery standards are achieved and providing a critical source of support for local people seeking help with their housing needs.

Job Purpose

- Provide operational direction and leadership for the delivery of Landlord Services (tenancy management, income collection and sheltered housing) delivering exemplary services in compliance with relevant regulation and legislation.
- Be an effective member of the Housing Leadership Team, working collaboratively with the Head of Housing, Housing Needs Manager, Councillors and colleagues on all matters of service delivery.
- Develop and drive a performance culture with a focus on continuous improvement, accountability, and personal responsibility.
- Lead, manage and motivate teams to achieve excellence in all activities.

Key Objectives

Working with customers	Able to identify and develop opportunities to improve the customer journey. Champion own ideas for the improvement of service and processes. Develop digital and self-service channels and implement customer enabling and prevention opportunities.
Working towards the Corporate Plan	Contribute to Corporate Plan development and the development of associated plans and policies. Deliver agreed objectives and services associated with the Corporate Plan.

Specific Responsibilities

- Lead and develop the service priorities and plans for Landlord Services functions, ensuring excellent customer service, achievement of plans and targets, delivering a comprehensive and expanding range of services to meet identified needs and aspirations, and reporting to the Head of Housing on service direction.
- Deliver effective consultation with tenants, leaseholders, wider communities and other stakeholders enabling their participation, influence, and scrutiny in all services which affect them.
- Assess and review local housing needs in order to develop and communicate policy and best practice on present and future customer needs.
- Monitor and exercise control over all relevant budgets to ensure expenditure remains within financial provision.
- Enable innovation through monitoring and reviewing all landlord services to ensure that they are effective and responsive whilst meeting the demands and aspirations of customers, and services deliver value for money and are compliant with best practice, regulatory and statutory requirements.
- Work in partnership with internal and external customers to ensure that the landlord services we provide are implemented on time and within budget, and that we continually strive to meet customer aspirations.
- Plan and deliver cost effective services to current and future customers, delivering a comprehensive and expanding range of services to meet customer needs.
- Ensure that Sheltered Housing Services continue to be successful and are delivered to the highest possible standards to create innovative housing solutions that empower service-user independence.
- Provide motivational leadership, management and support to line managers and their teams, ensuring clarity of direction, effective communication, and development of personal potential.
- Set, achieve and be accountable for departmental performance targets, including benchmarking performance externally.
- Effectively communicate relevant business and performance data to the department, customers, and stakeholders where appropriate.
- Be pro-active in the development of key partnerships, working with key stakeholders to ensure the effective co-ordination and delivery of services with other organisations, agencies, and partners.

Carry out additional duties commensurate to the level of the role.

Person specification

Qualifications / Education

Essential	Desirable
• Educated to degree level; or comparable/equivalent qualifications or experience. • Management Qualification and/or proven experience.	• Evidence of continuous professional development.

Experience

Essential
• Significant and recent housing management experience at management level including staff management. • Dealing with nuisance and harassment cases through multi agency working. • Delivering continuous improvement in housing services. • Working successfully with tenants and tenants' groups. • Working with external agencies to deliver successful outcomes. • Track record of successful budget management. • Performance management.

Key Skills and Knowledge

Essential
• Excellent interpersonal skills with the ability to communicate well with tenants, Councillors, external agencies & tenant groups. • Able to lead, motivate and manage a staff team to achieve targets and high service standards. • Able to devise and review policy, procedures and strategies in relation to Housing and Neighbourhood Management. • Self-sufficient in the use of databases and MS Office products and the use of CRM (Customer Relationship Management Systems). • Able to write accurate and clear correspondence and reports. • Numerate, with good analytical skills and ability to manage budgets and produce financial reports. • Able to plan and prioritise when under pressure. • Ability and commitment to working with individuals and groups of tenants to problem solve and achieve positive service outcomes. • Able to innovate by both conceiving and implementing new services or improvements to existing services. • Pragmatic, creative and flexible approach to problem solving and committed to taking initiative and achieving practical solutions. • Experience of effectively managing change and of promoting innovation. • Understanding of leadership and staff management principles and practice. • Understanding of financial management practice.

- Thorough understanding of local government services and functions and the major issues facing local government.
- Experience of working with Elected Members and of dealing with politically sensitive issues.
- Experience of effective public/stakeholder engagement and helping community groups to create their own organisations/solutions.
- Understanding of the broad requirements of the data protection principles.
- A commitment to equality and diversity.
- Able to commute throughout the district by own means.