|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Role Title (External) | Housing Services Manager - The Hamptons | Directorate | **Customer Service** | Location  (based) | **Worcester Park** | |
| Reports To | Head of Housing – South London | Function / Team | **South London - Housing** | Geographical Spread | **South London** | |
| Direct Reports (Number) | **2** | Budget Sign-Off Approval Level |  | Suitable for Agile Working Options | | **Yes  No** |
| DBS Check Required | **Yes  No     If Yes for DBS check, which level is needed? Enhanced** | | | Driving Licence  Insurance check required | | **Yes  No      Yes  No** |
| *The nature of this role means that the post holder may come in to contact with vulnerable adults. To meet our commitment to providing safe, high quality services to our customers we will complete an enhanced check with the Disclosure and Barring Service once an offer of employment is made. A new check will be completed every three years.*  *is made. A new check will be completed every three years.* | | | | | | |
| **Overall Responsibility:**  A one year FTC following the fire. The primary contact for all housing issues and tenure related activities across The Hamptons | | | | | | |
| **Key Responsibilities and Outcomes** | | | | | | |
| Day to day housing management on The Hamptons including voids, lettings, estate management, tenancy management  Focus on the customers whilst leading the liaison with the technical team and contractors on site ensuring all remediation work is carried out  Clear and appropriate communication and reporting with internal and external stakeholders relating to remediation work ensuring consistency, quality and accuracy  Developing local procedures for emerging tasks and issues ensuring these are in-line with the organisational approach  Ensuring health and safety is maintained on site for customer, colleagues and visitors  Managing key relationships with Hamptons Estates Company, Resident Advisor, The Developer, Local Authority, contractors, internal and external contacts  Direct management of 2 x colleagues on site  Attending meetings out of regular working hours | | | | | | |
| **Personal Competencies** | | | **Skills / Experience / Knowledge** | | | |
|          Demonstrate the capacity to show genuine care for our residents, many of whom are having to deal with overwhelming personal issues,           Are motivated to bring positive change and deliver results           Are sensitive to the needs of individuals and the situation faced by the community as a whole           Are flexible and willing to adapt to changing circumstances           Think and operate ‘out of the box’ when it comes to problem solving           Take personal responsibility as circumstances evolve   * To sensitively support direct reports who are dealing with complex casework and customer relationships ensuring that their health and wellbeing remains a priority for the organisation.            Have the inner strength, confidence and resilience to work under pressure.   * The ability to work well in on-site external working environments. | | | * Experience of managing (or working on) complex projects/situations/sites with multiple partners/stakeholders involved in delivery            Comfortable working in a high-pressured environment, where priorities may change frequently with limited notice           Ability to identify risks, raise to the appropriate level and manage mitigation and control           Understanding of how information supports decision making           Ability to articulate complex and challenging issues to seek support and agree actions           Strong relationship management skills, with experience of using these in a challenging and high-pressured context | | | |