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**JOB DESCRIPTION**

**Job Title:** **Housing** **Shift Manager**

**Department**: **Housing**

**Responsible to: Housing Officer Manager**

**Location: Shakespeare Street with some travel throughout the City and County (Mansfield and other sites)**

**Hours: Full Time – 37.5 hours per week**

 **Part Time – 23 hours per week**

**Pay: FTE £21532.50 per annum**

**Job Purpose**

* To manage a team of Housing Officers providing a security and concierge service through intensive housing management functions
* To maintain and protect the safety and security of all our sites as required, directly and via CCTV operations.
* To control access to the accommodation provisions across the city and county and provide a concierge security service to residents (from age 16), building users, staff and other visitors in a professional and friendly manner.
* To be a first point of call when dealing with emergencies and to manage all emergencies and incidents appropriately including reporting, evaluation, follow up action etc
* To manage and undertake administrative, reception, maintenance and cleaning duties as required
* To support the development of an organisational culture that puts our Christian Core Values - Caring, Honesty, Respect and Responsibility - at the centre of all we do.

**Principal Responsibilities**

1. To manage an allocated Housing Officer team across Nottinghamshire and organise cover and relief as required, ensuring all sites are appropriately staffed at all times including covering shifts yourself as required.
2. To manage recruitment, sickness absence, performance issues, training and development and undertake regular one to one meetings and team meetings.
3. To work closely with the other Housing Shift Managers and the Housing Officer Manager to ensure good communications with and between teams and to attend regular Housing meetings to represent the Housing Officer team and provide good communication to them.
4. To manage and maintain staffing requirements over holiday periods, maintaining records, time sheets and payroll records
5. To manage patrol routes and maintain a visible presence in and around all the accommodation sites including patrolling the premises (internally and externally) on a regular basis, undertaking health and safety inspections, and coordinating mobile patrol routes.
6. To maintain manual and digital records including shift reports, Incident, Near Miss & Health & Safety reports and to monitor CCTV, write reports and manage the complete incident/fault process.
7. To ensure the integrity of all the buildings is maintained and to report breaches of security, Health & Safety and any damage to the fabric of the building to the appropriate authority/agency and to ensure the follow up process is completed.
8. To manage the provision of a professional, secure and friendly front of house access control service and the reception services at all sites.
9. To be a first point of call when dealing with emergencies, (e.g. fire, medical, police) and to manage all such emergencies and incidents appropriately including liaising with emergency services, giving first aid if required, also to follow the escalation process in informing senior management.
10. To call “Approved” contractors out to deal with emergency repairs to maintain the security and safety of the buildings.
11. To manage and coordinate routine checks on fire, health & safety and other emergency systems and maintaining written records of all checks.
12. To manage any minor repairs e.g. changing light bulbs on stairs and landings. This may include working at heights as required.
13. To report and deal with issues relating to the personal security, safeguarding and safety of residents
14. To support and manage the rent collections procedures, and cash payments, provide support in collecting payments and issuing notices.
15. To set up rent payments for new residents and deal with queries or charges relating to rent payments.
16. To assist the Tenancy Sustainment Team in managing rent arrears cases. This includes checking rent payments against agreed Arrears Payment Schedules and ensuring that all resident records are accurate and up to date
17. To undertake quality assurance checks on rent payment records kept by the Housing Officers.
18. To assist with the distribution of outgoing mail from Nottinghamshire YMCA to residents in the hostels and transitional homes.
19. To assist in the implementation of allocations in the hostel and transitional homes. This includes, processing and reviewing of applications or referrals for accommodation, and completing new resident move-ins
20. To conduct an investigation in the event of an incident.
21. To ensure that the people in our accommodation understand their tenant obligations and their rights and responsibilities as outlined in the License Agreement.
22. To liaise with colleagues concerning breaches of the tenancy agreement and help seek resolutions.
23. To deal with anti-social behavior issues, serve notices, written warnings and terminate licenses in accordance with procedures and attend court hearings if required.
24. To be responsible for the safeguarding of staff including the implementation and management of risk assessment, ACOPS and SSOW.
25. To provide assistance with asset management and reporting of asset based issues.
26. To support and assist with the resident journey program as required.

**Responsibilities of all YMCA staff, casual workers and managers**

**1 Ambassador for the YMCA**

 To act as an advocate and ambassador of the YMCA; promoting and exemplifying the YMCA’s core values, mission, vision, and ethos and to positively and proactively protect the YMCA’s reputation.

**2 Other Duties**

To undertake any other duties and responsibilities as may be assigned by your Line Manager or anyone else designated by the Chief Executive Officer, as necessary. To work in a flexible way to ensure that workload is completed and to undertake any other jobs commensurate with the seniority of the post.

**3**  **Discretion to Act**

To exercise discretion in the performance of the duties of the post, to use best practice and to ensure the effective and efficient use of resources.

Nothing in this Job Description is intended to authorise the post-holder to undertake responsibilities that belong properly to trustees and members of the Executive Management Team unless properly authorised to do so by the Chief Executive directly or through an appropriate manager.

**4** **Relationships and Confidentiality**

To establish, maintain and enhance team-working with colleagues and staff of Nottinghamshire YMCA and to keep confidential all information about individuals and the business of Nottinghamshire YMCA. Any breach of confidentiality will be treated seriously and may lead to dismissal.

**5 Association Ethos**

To support the Christian ethos and core values of the Association. The Association is committed to equality of opportunity and expects all staff and casual workers to abide by our Equality and Diversity Policy.

**6 Health and Safety**

To adhere to the Association’s Health and Safety policies at all times.

**Line Management Responsibility:**

The post holder will be expected to supervise allocated staff from the Housing Officer Team (approximately 5 staff), to deputise and provide cover for other Shift Managers and to supervise trainees, volunteers, temporary workers and work experience placements as required.

**PERSON SPECIFICATION**

Please ensure that you address all the requirements marked with an “A”

in the final column as we will be looking for this information when Shortlisting. Please note relevant qualifications will be checked at interview.

**Job Title: Shift Manager (Housing)**

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| ***Area*** | ***Criteria*** | ***How Assessed\**** |
| **Experience** | 1.1 Experience of managing a customer focused security service across multiple sites | A, I |
| 1.2 Considerable experience of managing a staff team effectively including recruitment, training, managing performance, disciplinary etc  | A, I |
| 1.3 Experience of dealing with difficult situations, and challenging people and handling conflict appropriately | A, I |
| 1.4 Experience of working in a supported housing / supported living environment (desirable) | A, I |
| 1.5 Experience of handling confidential and sensitive information effectively | A, I |
| 1.6 Experience of managing health and safety issues, undertaking fire safety and health and safety checks and ensuring compliance with legislation | A, I |
| **Knowledge** | 2.1 Good understanding of the needs of vulnerable people including, refugees, young people and people with drug, alcohol, behavioral and other issues | A, I, T |
| 2.2 Understanding of the challenges facing staff who work shifts  | I |
| 2.3 Good understanding of safeguarding policies and procedures | A, I |
| 2.4 Excellent understanding of the qualities of de- escalation techniques (Essential) | A, I |
| **Education/ Training / Qualifications** | 3.1 To be trained in or have the ability to deal professionally and effectively with anti-social or disturbing behaviour, or hold equivalent training qualifications.  | A, D |
| 3.2 Registered First Aid Qualified (Desirable) | A, D |
| 3.3 Full driving licence (Essential) for a manual car with no points (desirable) and held for over 1 year | A, D |
| 3.4 Excellent literacy, IT, financial, report writing and numeracy skills | I, T |
| 3.5 Working at Heights Qualification (Desirable) | A, D |
| **Skills & Abilities** | 4.1 Ability to manage, support and lead a team and be able to work with minimal supervision and use initiative. | A, I |
| 4.2 Ability to patrol the buildings regularly and respond quickly and effectively to emergencies, incidents etc and to drive the association owned vehicles | A, I, T |
| 4.3 Ability to manage and deal with conflict and diffuse difficult situations with confidence | A, I,  |
| 4.4 Excellent communication skills | A, I |
| 4.5 Ability to plan and allocate work and multi-task using effective organisation and planning skills. | I, T |
| 4.6 Ability to work in a customer and quality focussed manner | I |
| 4.7 Ability to demonstrate and understand the importance of effective leadership and team working | I |
| 4.8 Ability to make informed decisions, give direction and lead by example. | A, I |
| 4.9 Ability to set up and maintain accurate manual and computerized records effectively | I, T |
| 4.10 Ability to form and maintain appropriate professional boundaries | I |
| **Other work related requirements** | 5.1 Ability to support the Christian core values of the Association | A |
| 5.2 Willingness to undergo a satisfactory enhanced DBS check and to register with the DBS Update Service **OR** hold a satisfactory enhanced DBS check for the correct workforce plus existing registration for the DBS Update Service | D |
| 5.3 Ability to understand the needs of people from diverse cultural, social and racial backgrounds | A, I,  |
| 5.4 Physically able to deal quickly and efficiently with emergencies and other issues in large, multi level buildings across the county with chaotic residents | A, I, T |
| 5.5 Ability to work regular nights and be flexible to work additional hours / undertake additional duties as and when required to cover absences in the concierge team etc sometimes at short notice | A, I |
| 5.6 To be smart and presentable in the Nottinghamshire YMCA uniform provided  | I |
| 5.7 In order to drive the Association owned vehicles, the post holder must be aged over 21 and have held a full driving licence for over 1 year | A, I, D |

**\*When Assessed** – (A) on Application form, (I) At Interview, (T) During Test,

(D) From Documentary evidence e.g. references, qualifications (relevant qualifications will be checked at the interview stage), driving license etc

*Nottinghamshire YMCA is committed to promoting diversity and practicing equality of opportunity*

*Nottinghamshire YMCA is committed to the protection of children and vulnerable adults*