

**JOB DESCRIPTION**

**Job Title: Housing Development Manager**

**Department: Housing**

**Responsible to: Operations Manager – Service delivery**

**Location: Nottingham City**

**Hours: 37.5 hours per week to include weekends, evenings and early mornings. This is a senior post so additional hours are likely to be required to fulfil the requirements of the post**

**Salary: Competitive dependant on experience and qualifications**

**Job Purpose:**

* To ensure the delivery of supported housing, that meets local priorities and makes effective use of available resources
* To ensure service delivery is aligned to needs of residents and key stakeholders
* To lead and support projects as directed
* 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:**

* To maintain a detailed knowledge of the Housing Acts 1985,1988, 1996 and subsequent or relevant statutes, case law and local council policy relating to the management and provision of temporary supported accommodation, ensure this is incorporated in our policies and procedures and shared throughout the team.
* To work with the Interim Senior Operations Manager to identify new opportunities that will deliver high quality housing provision and find solutions to unlock factors blocking delivery including the provision of detailed and complex advice on the financial viability of projects
* To lead and manage the work of the Tenancy Sustainment and Housing Officer teams in providing accessible and quality services to tenants and the cost-effective use of our properties
* To manage rent collection and arrears processes in accordance with our policies and procedures, maximising housing benefit take up and liaising with the Business Resource Centre (BRC), to take appropriate arrears action where necessary in partnership with the Housing Managers.
* In partnership with the Facilities Manager, to be responsible for the security and safety of YMCA properties and to ensure that they are maintained in regard to the standards of decent homes, comply with the Housing Health and Safety Rating System and remain fit for purpose at the highest quality possible
* To work with the Operations Manager to develop systems to ensure data sets are available to inform complexmonitoring and reviews to improve services. This includes data required for funding partners and key stakeholders

**Key Areas of Responsibility:**

**Service Delivery**

1.1 To ensure all aspects of service delivery comply with contractual, legislative and other requirements

1.2 To ensure that best practice is being implemented to maximise utilisation and income

1.3 To ensure that residents are effectively involved in the delivery of our service through consultation and information

1.4 To develop services that are psychologically informed

1.5 To deal with complaints from both internal and external sources professionally and within specified timeframes

1.6 To represent the organisation at meetings, develop positive local community relationships and chair community meetings where appropriate

1.7 To develop and maintain effective working relationships with all relevant organisations

1.8 To ensure any enforcement action is pursuant to current policies and procedures

1.9 To deputise for the Senior Managers as required, providing cover throughout the Housing department

**2 Managing Staff**

2.1 To be responsible for the effective recruitment, selection, and induction, motivation and development of staff, placements and volunteers

2.2 To supervise and evaluate performance on a regular basis, set objectives, goals, and targets and follow up with appropriate action as necessary

2.3 To provide training, coaching and mentoring on housing related issues, legislative changes, Safeguarding etc.

2.4 To contribute to wider organisational initiatives and external working groups as appropriate

2.5 To develop a collaborative and supportive culture within the team

**3 Managing Resources**

3.1 To be responsible for the management of the Housing budget including managing expenditure, controlling income, planning and agreeing budgets

3.2 To provide a high standard of housing management to deal with all aspects of Intensive Housing Management

3.3 To ensure the timely and accurate preparation and distribution of returns to appropriate bodies and the preparation of accurate, relevant statistical and financial information as required

3.4 To work with the Operations Manager to design and implement new housing policies and procedures and update existing policies as appropriate to the accommodation services and legislation

3.5 To ensure the efficient collection of Housing Benefit, personal charge and support charge contributions

3.6 To work with all Housing teams and Managers to ensure that all health and safety legislation and procedures are adhered to, security of the buildings is maintained and domestic work is undertaken effectively and in a timely and professional manner

3.7 To work with the Funding Manager and other partners to maximize funding streams.

**4 Sustaining Tenancies**

4.1 To provide quality assurance and governance to intensive housing management

4.2 To work with staff to ensure residents claims for benefits are applicable to ensure recovery of rent and service charges

4.3 To facilitate external support networks for the benefit of the Association and its residents

4.4 To hear appeals in matters relating to anti-social behaviour issues and termination of license agreements and represent the Housing service in court hearings as required

4.5 To work with the concierge / maintenance teams to ensure the general security and health and safety of the accommodation provisions including testing the alarms, monitoring and entry/communication systems

**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:**

Direct line management of Tenancy Sustainment Officers. This post holder will also be expected to provide supervision or management as required to temporary workers, casuals, placements, work experience placements and to provide cover, including managerial cover.

**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**

**Job Title: Housing Development Manager**

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| ***Criteria*** | ***Requirements*** | ***\*How Assessed*** |
| **Experience and Knowledge** | 1.1 Current in depth knowledge of housing issues and legislation particularly relating to homelessness, refugees, youth homelessness, drug and alcohol issues etc | A, I, T |
| 1.2 Significant experience of preparing, managing and controlling complex operational/project budgets and forecasts, monitoring income and expenditure, ensuring value for money and of working with and maximising Housing Benefit income  | A, I, T |
| 1.3 Extensive experience of managing a staff team effectively including recruitment, training, managing performance, disciplinary and handling stressful situations | A, I |
| 1.4 Knowledge and experience of working with external bodies associated with, and/or affiliated to supported housing, vulnerable adults and young people | A, I, T |
| 1.5 Experience of managing a large supportive housing project with vulnerable / challenging adults and young people | A, I |
| 1.6 Experience of prioritising, setting targets, assessing and monitoring developments and reporting on and evaluating progress in a range of areas including through the use of computer software | A,I |
| 1.7 Experience of producing and presenting reports including completing statutory reports  | A,I |
| 1.8 Experience of strategic planning, change management, writing business plans and agreeing and managing performance indicators | A, I |
| **Training/ Education**  | 2.1 Degree level qualification in Housing and / or related subject (Desirable)  | A, D |
| 2.2 At least a level 4 qualification in business / project management / management (Desirable) 2.3 High Level understanding of Safeguarding policies, procedures and best practice | A, DA,I |
| **Skills & Abilities** | 3.1 Ability to demonstrate an empathetic and person centred approach,  | I, T |
| 3.2 Ability to demonstrate and understand the importance of effective leadership and team working | I |
| 3.3 Ability to work with minimal or no supervision and use initiative | A,I |
| 3.4 Ability to multi task and prioritise using effective organisation, problem solving and planning skills | I |
| 3.5 Ability to source funding streams, fund raise and write funding bids and applications | A, I |
| 3.6 Ability to research, consult, devise, and implement new policies and procedures | A, I, T |
| 3.7 Excellent communication skills including the ability to write informative reports and deliver training sessions to a range of audiences  | A, I, T |
| 3.8 Ability to work with discretion, integrity and confidentiality | I |
| 3. 9 Ability to initiate, manage and implement change | I |
| 3.10 Ability to identify, evaluate and monitor risks in relation to all tasks relating to housing delivery and advise on options to mitigate and resolve issues. | A, I, T |
| **Other work related requirements** | 4.1 Ability to support the Christian core values of the Association | A,  |
| 4.2 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 |
| 4.3 Excellent understanding of the needs of people from diverse cultural, social and racial backgrounds | A, I |
| 4.4 Ability to work weekends, evenings and bank holidays as required and respond to call outs, telephone calls etc out of hours as required  | A, I |
| 4.5 Ability to travel to locations across the County4.6 Ability to act as a Safeguarding leader for the department  | AI |

**\*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*