

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Deputy Area Housing Manager	Grade: MG1
Section: Southern Area Team	Directorate: Housing & Regeneration
Responsible to following manager: Area Housing Manager	Responsible for following staff: 2 x Senior Estate Managers, 1 x Building Maintenance Manager, 1 x Resident Participation Officer, 1 x Senior Administrative Officer
Post Number/s:	Last review date:

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

Provide an effective housing management service to Council tenants and leaseholders.

Specific Duties and Responsibilities

1. Responsible to the Area Housing Manager for the provision of an effective comprehensive housing management service to Council tenants and leaseholders within a defined geographical area of the borough. Will be a member of the Senior Management Team with overall responsibility for the delivery of services.

2. Deputises for the Area Housing Manager on all matters relating to the management of the Area Team in his/her absence. Will be primarily responsible for the operational management of the office and the day to day running of the service.
3. Responsible for the direct supervision of two Senior Estate Managers, the Building Maintenance Manager, the Senior Administrative Officer and the Resident Participation Officer.
4. Will meet regularly with managers and will ensure that formal structured supervision takes place and that appropriate targets are set and monitoring arrangements are in place and staff are regularly assessed.
5. Assists the Area Housing Manager in the control and monitoring of a defined revenue repairs budget ensuring that expenditure matches funding availability on a year-to-year basis and that additional works instructions and variation orders are obtained where required.
6. Assists the Area Housing Manager in the control and expenditure of the office management budget.
7. Ensures that the contracts for the provision of housing management services under the post-holder's area of responsibility are adhered to at all times.
8. Ensures that all the Council's staffing procedures and policies are implemented and adhered to at all times.
9. Will lead on leasehold management issues which affect the Area Teams and ensuring that staff are fully apprised of changes in statute and policy. Ensures that appropriate training is provided to members of the Area Team and that staff are updated on statutory and policy changes affecting the management of leasehold properties.
10. Undertakes more complex and contentious negotiations with lessees personally, ensuring that adequate notice is given in all circumstances. Personally deals with more complex tenancy matters.
11. Ensures that specialist training is provided to staff as necessary. Will lead on specific training initiatives on behalf of the department preparing and giving direct training to staff.
12. Ensures that Housing Trainees are provided with a work placement programme which covers the full range of housing management functions. Ensures that the Housing Trainees are provided with the necessary training and support whilst working within the Area Team.

13. Advises the Finance Department on repairs service charges to be levied on lessees and ensures that service charge enquiries are responded to within the timescales laid down by the Leaseholders' Charter.
14. Ensures that Area records on leasehold and other sales are maintained accurately and kept up to date.
15. Ensures that the Area Team quotation procedure for work is carried out in accordance with the Council's Code of practice.
16. Assists the Building Maintenance Manager in the monitoring of repair contractors and dealing with disputes. Will ensure that requests for major works are forwarded promptly to the Head of Programming.
17. Certifies invoices up to agreed financial limits together with petty cash payments. Assists in the preparation of payments for emergency works requiring retrospective Chairman's Authority.
18. Co-ordinates replies to Members of Parliament, Councillors, Chief Executive and Director of Administration and the Commissioner for Local Government as directed by the Area Housing Manager within the prescribed timescales.
19. Assists the Area Housing Manager in the preparation of Committee Reports and replies to petitions.
20. Co-ordinates referrals to Housing Services on requests for discretionary transfers of tenancy.
21. Ensures that statistics relating to the monitoring of unauthorised occupation, squatting, anti-social behaviour, abandoned vehicles, and referrals to social services are provided, as laid down within the Housing Management specification. Ensures that quarterly statistics are provided for the Equal Opportunities Working Group relating to management transfers, possession orders, evictions, racial incidents and other statistics as required. Monitors cases of unauthorised occupancy, investigates and reports on abandoned properties, squatters etc.
22. Monitors the Area Team's cases of litigation involving disrepair and ensures that correspondence is answered and reports provided swiftly in respect of these cases to protect the Council's interests.
23. Implements measures to deal with emergencies both in and out of normal working hours and attends as required e.g., freezing weather, violent storms, water mains bursts, gas and electrical explosions.
24. Liaises with residents on day to day problems relating to the management of their estates and during estate modernisation and improvement programmes with

other Council departments and contractors. Informs residents of proposals for works and carries out surveys of their views where necessary. Monitors progress of works and attends working parties and public meetings as required.

25. Ensures inventories of tenants' personal possessions are taken in cases where tenants die intestate and ensures the safe keeping of such property, liaising with external agencies as required.

26. Responsible with the Building Maintenance Manager for the prompt and correct submission of necessary documents in respect of all insurance claims with particular emphasis on fire, subsidence, third party and similar claims.

27. Attends meetings of the Area Panels and Mental Health Forums outside of normal office hours where appropriate.

28. Provides advice to co-operatives and tenant management organisations on more complex housing management issues.

29. Supports the Resident Participation Officer in ensuring that existing residents associations are provided with the necessary support and encouragement and guidance. Ensures that the Resident Participation Officer is actively encouraging residents groups and declining associations to become accredited residents associations to enable them to take a more active role in the Council's consultation strategy. Takes an active role in the establishment of tenant compacts and applications under 'tenant's choice', negotiating service levels as appropriate.

30. To be fully aware of and understand the duties and responsibilities arising from the Childrens Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to your role within the Council. To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to your work role. To ensure that your line manager is made aware and kept fully informed of any concerns which you may have in relation to safeguarding and/or child protection.

This job description is written in the form used for grading posts. It is not intended to be an exhaustive or final statement of the duties required of any particular post or post holder. Any proposal to change the job description will first be the subject of consultation with the post holder, who may seek the advice of a personnel officer or a staff representative.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.

- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the SSA and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification

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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Experience of dealing with complex housing management matters.	✓		A/I/T/C
Experience of managing leasehold properties and an understanding of consultation requirements.	✓		A/I/T/C
An understanding and commitment to the Council's Equal Opportunities Policy as it relates to service delivery and the employment and training of staff.	✓		A/I/T/C
Knowledge of housing and related legislation with an emphasis on tenancy and disrepair law.	✓		A/I/T/C

Experience	Essential	Desirable	Assessed
Experience of providing a housing management and repairs service in social housing	✓		A/I/T/C
Experience of supervising staff and can demonstrate the ability to manage a multi-disciplinary team in a pressurised environment.	✓		A/I/T/C
Skills	Essential	Desirable	Assessed
An ability to draft and present detailed reports to senior managers and councillors.	✓		A/I/T/C
Possess good organisational and communication skills and a good grasp of information technology.	✓		A/I/T/C
Ability to identify areas of potential improvement in the delivery of services.	✓		A/I/T/C
Qualifications	Essential	Desirable	Assessed
N/A			

A – Application form / CV

I – Interview

T – Test

C - Certificate