**Job Profile comprising Job Description and Person Specification**

**Job Description**

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|  **Job Title:** Deputy Area Housing Manager | **Grade**: MG1 |
| **Section:** Central area team | **Directorate:** Housing and 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**

* **Responsible to the Area Housing Manager (AHM) for the provision of an efficient, effective comprehensive housing management service to the council’s 33,000 tenant and leaseholders within a defined geographical area of the borough. Will ensure that the team functions coherently and staff comply with any regulations, policies or statutory requirements that are applicable.**
* **Deputises for the AHM on all matters relating to the management of the Area Team in her/his absence. Will be primarily responsible for the operational management of the office and the day to day running of the service.**
* **Deputises in the absence of the AHM as a member of the HRA business plan and housing management team of senior managers with overall responsibility for the delivery of services.**

**Specific Duties and Responsibilities**

* **Assists the AHM in the provision of a comprehensive reactive and planned maintenance service, the effective management of contractors and the proper operation of the council’s financial regulations. Assists the AHM in monitoring performance across a range of services and ensures effective enforcement action against failing contractors, including preparing detailed supporting evidence in cases where termination of a contract is sought. If required, will participate in the formulation of specifications for long term repair contracts and review areas where deficiencies in current contracts do not meet service requirements. Along with the AHM, to identify potential regeneration, major works and environmental improvements within the area and identify areas for disposal or development. To keep abreast of and support area regeneration and ensure that any evolving proposals are effectively communicated to residents and staff. Deputises for the AHM and contributes to council steering committees as applicable and attends relevant meetings designed to promote regeneration in the community.**
* **Assists the AHM in the control and monitoring of defined revenue budgets, currently valued at £14.5 million, ensuring that expenditure matches funding availability. To certify invoices for payment whilst ensuring that all works are compliant with the landlord’s obligations under the tenancy and lease conditions.**
* **Responsible for the recruitment and direct supervision of a multi-disciplinary team. Will meet regularly with managers and will ensure that formal supervision takes place and that appropriate targets are set and monitored. Ensures that all the council’s staffing codes, procedures and policies are adhered taking the necessary action where breaches occur.**
* **Assists the AHM in providing an effective response to anti-social behaviour, having direct responsibility for the lead officers on ASB, adopting a multi-agency approach entailing close liaison with the police, community safety, mental health services, youth offending team and other services for young people and ensuring that affected residents are provided with timely updates on the action being taken and personally taking on more complex cases.**
* **Provides statistics on the formal action taken in ASB cases and in relation to other tenancy enforcement action such as sub-letting and unauthorised occupation.**
* **Will lead on leasehold management issues which affect the Area Teams, ensuring staff are fully updated and trained when there are changes in legislation and policy. Undertakes more complex negotiations with lessees personally and will lead on cases referred to the County Court or First-Tier Tribunal, attending the court or tribunal as witness. Undertakes statutory consultation involving works up to the value of £25K and approves requests for lease variations, ensuring all planning consents and development permissions are monitored for compliance. Responsible for completing the annual reconciliation of repairs service charges to be levied on lessees.**
* **Personally deals with more complex tenancy matters, coordinates referral to housing services for discretionary transfers of tenancy and referrals to the borough solicitor of all legal cases.**
* **Deputises for the AHM as lead officer representing the department at the housing area panels, which are attended by residents and ward members and chaired by the chairman of the housing overview and scrutiny committee. Will present and respond on performance reports from across the department, giving guidance to members and residents on council policy, as well as dealing with area-specific issues.**
* **Deals with enquiries from MPs, councillors, the chief executive and the local government ombudsman as directed by the AHM within the prescribed timescales. Assists the AHM in ensuring that corporate targets are adhered to concerning responses to correspondence and monitoring systems are in place for the area team.**
* **Has direct management responsibility for the resident participation officer and assists the AHM in promoting the establishment of new residents’ associations, providing support and guidance to new and established associations and reviving declining residents’ associations, co-ops and RMOs. Deputises as lead officer in the council’s Co-op monitoring process.**
* **Deals with emergency situations inside and outside of normal working hours, attending site as necessary. Coordinates the department’s response and initiates appropriate follow-up action, including briefing members and the press office.**
* **Assists the AHM in ensuring rental income to the HRA is maximised by ensuring vacant properties are processed efficiently to allow re-letting. Identifies and recovers properties in unauthorised occupation. Oversees evictions and co-ordinates the subsequent discharging of departmental responsibilities.**
* **Takes the lead in cases of litigation involving disrepair, ensuring that correspondence is answered and reports provided swiftly. Attends court as witness on behalf of the council and identifies any training or procedural issues that arise. Identifies measures to limit disrepair claims against the council and makes timely referrals for planned works.**

**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 Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.**

**Additional Information**

* **Assists the AHM in developing effective working relationships with ward councillors and senior members and attends estate inspections, public and Let’s Talk meetings as required. Assists the AHM in promoting strategies for community cohesion, liaising with partner agencies, ensuring proper engagement and consultation.**
* **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. Will liaise with external agencies, for example Wandsworth Mediation Service, to procure the most cost effective service.**
* **Assists the AHMs who have budgetary responsibility in the region of £14.5 million in respect of repairs and maintenance to the properties managed, improvement works and office costs. Will contribute to maintaining and enhancing services to residents whilst at the same time attempting to keep costs low as all chargeable expenditure is open to challenge by the council’s leaseholders. Charges which are not considered to be reasonable cannot be reclaimed and could result in a substantial financial risk to the council.**

**Person Specification**

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|  **Job Title: deputy area housing manager** | **Grade**: MG1 |
| **Section: central area team** | **Directorate:** housing and regeneration |
| **Responsible to: area housing manager** | **Responsible for:** 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:**  |

**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.

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| **Person Specification Requirements**

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|  | Assessed by A/I/T (see below for explanation) |

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| Knowledge |
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| * Experience of dealing with complex housing management matters
 | A/I/T |
| * Experience of managing leasehold properties and an understanding of consultation requirements.
 | A/I/T |
| * 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 |
| * Knowledge of housing and related legislation with an emphasis on tenancy and disrepair law.
 | A/I/T |

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| Experience |
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| * Experience of providing a housing management and repairs service in social housing
 | A/I/T |
| * Experience of supervising staff and can demonstrate the ability to manage a multi–disciplinary team in a pressurised environment.
 | A/I/T |

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|  Skills |
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| * An ability to draft and present detailed reports to senior managers and councillors.
 | A/I/T |
| * Possess good organisational and communication skills and a good grasp of information technology.
 | A/I/T |
| * Ability to identify areas of potential improvement in the delivery of services.
 | A/I/T |

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**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**