



Job Title: Housing & Property Manager
Responsible to: Director of Operations
Contract Length: Permanent (Office based with some flexibility to work from home 1-2 day per week)
Hours: 35 hours per week
Salary: £42,000.00
Staff Management: 1 Housing Officer and 3 Business Support Officers
Key Responsibility: Housing Management and day to day reactive repairs
Location: 14 London Road, Northfleet, Kent, DA11 9JQ

Introduction:

GCHA (Gravesend Churches Housing Association) is coming up to its 60 years anniversary celebrations in 2024. We have a housing portfolio of just over 600 properties, across three local authorities, Gravesend, Dartford, and Maidstone.

In the last 12 months we built 9 new three bedroom homes in Meopham and are committed to delivering more homes in the coming years.

We have seen a lot of change and challenges in the last 24 months with a new Senior Management Team and following a restructure, have a Housing & Property Manager post available.

The Housing & Property Manager role has been created to support the Director of Operations deliver a dedicated Housing and Customer Excellence service to GCHA residents and partners.

GCHA Vision/Values:

The successful candidate will support GCHA to achieve its vision '**Opening doors to safe, secure, and affordable homes**' work with GCHA values which are: -

- **Be adaptable** –By adapting quickly to challenges and provide a flexible, personal, and friendly service for our residents and communities.
- **Be responsive** - Be quick to respond and believe in going the extra mile and taking personal responsibility for the services we deliver.
- **Inclusive** - Provide equal access to our services and resources. We believe that everyone has the right to be treated fairly and with respect
- **Trustworthy** - Keep promises and can be depended on by our residents to provide and maintain good quality affordable homes and a consistent service that meets their needs.

- **Accountable** - Take ownership for everything we do and are held accountable by our residents, board members and the social housing regulator.

Working with the Director of Operations

- Reporting to the Director of Operations to ensure the effective and efficient running of the day to day Housing and Responsive repairs.
- To support the Director of Operations in meeting the strategic/operational objectives, Performance KPIs covering Housing Management in relation to, ASB, Arrears, Complaints, Voids & Relets, Resident Involvement, Customer Satisfaction and Responsive Repairs.
- To lead and manage one Housing Officer, and 3 Business Support Officers.
- To deputise for the Director of Operations where appropriate.
- In conjunction with the Housing Officer, to ensure the effective delivery of housing services to tenants and ensure that key performance areas are met as highlighted above.
- To work with the Director of Operations to ensure that the tenant satisfaction annual and quarterly survey is carried out and strategies in place to improve customer service levels.
- To work with the Director of Operations to ensure all financial budgets covering housing and responsive repairs is managed in line with the financial budgets and business plans.

Housing Management

- Direct leadership and management responsibilities for one Housing Officer, and 3 Business Support Officers.
- To ensure that performance in areas such as Arrears, Voids, Complaints, ASB, Resident Involvement and tenancy matters are managed in line with key performance targets and objectives.
- To oversee the newly formed Resident Scrutiny Panel and support the Housing Officer at the monthly meetings and ensure that the panel have clear roles in scrutinising GCHA services for the next 12 months.
- To work with the Director of Operations to deliver on the annual customer satisfactory surveys, TSMs and the quarterly customer satisfaction surveys.
- To improve customer services and customer satisfaction levels to 80% plus.
- To work with key partners to ensure performance is improved in all areas under your leadership and management.
- To support the wider business to ensure that Housing Matters related to Property Compliance, Repairs, etc are delivered. i.e., Injunctions for no access; letters to residents leaving their items in the communal areas.

Work in collaboration with other GCHA staff

- To work in collaboration with Estate Services, & H&S Compliance Officers to ensure that key Housing, Repairs and Compliance (Where overlapped) areas/tasks/requests are resolved to a satisfactory level.

- Ensure that the business Support Officers are raising repairs, checking the maintenance email in box, and checking that repair jobs are reviewed and closed on a daily, weekly basis.
- Ensure value for money is delivered in all areas of Housing Management and day to day repairs.
- Attend regular estate site inspections with the Senior Estates Officer to ensure that communal areas are clean and safe, from a Housing perspective.

Performance Management

- Ensure that weekly, monthly, and quarterly reports are provided to the Director of Operations to demonstrate monthly trends and performance in all areas that you are responsible for.
- To ensure that you carry out regular data analysis of performance information, data to identify any risks, issues that need to be reported on and or monitored.
- Lead on key policy reviews as required covering your service areas.
- Develop and review housing budgets on a regular basis to ensure budget spends are on track.
- Ensure that the team run weekly housing/repair reports to ensure that jobs/cases are being completed and residents kept updated on any outstanding Repairs, ASB, Arrears, Voids and Complaints and general Housing Management queries.

Human Resources

- Ensure that GCHA procedures on recruitment, induction, training, and equal opportunities policies are adhered to and deliver key training where applicable.
- Prepare job descriptions and person specifications, carry out recruitment processes and ensure equal opportunities.
- Approve and monitor leave, sickness records

Leadership

- To ensure that you carry out monthly 1:1's with your direct reports and hold monthly team meetings with your staff.
- To ensure that you set up team and personal objectives for each of your team and carry out annual performance appraisals.
- Provide training and support to your team on a regular basis including setting up personal training and development plans.
- When senior management are not in the office, to step in and manage the office to ensure that there is adequate staff in the office to deliver services and phones are being responded to.
- To visit GCHA properties within the first six months of being in post so as to understand the housing stock current status and performance and get to know the residents.
- To keep up to date with all new housing and repair regulations

IT management

To ensure that your staff/team update CRM on a daily basis, clear the maintenance inbox and close down maintenance jobs when jobs are completed.

Raise any IT concerns with the Director of Corporate Services to ensure that CRM is running efficiently and able to deliver the services required.

Out of Hours

Make sure that the OOH services are delivered in line with key expectations. You will also form part of the OOH team rota to ensure that we deliver an effective and responsive service to our tenants outside of normal office hours.

Other responsibilities

The key tasks listed above are only an indication of the main tasks required to be performed. It is not an exhaustive list of duties and responsibilities and may be subject to amendment to take account of changing circumstances. Any changes will be made following discussion with the role holder. The role holder will need to ensure they remain co-operative and flexible undertaking all tasks as required in line with GCHA's vision, values, policies/procedures, and regulations.

Ideally the post holder should be a car driver with an updated licence.

Key Competencies

KEY PERSONAL CHARACTERISTICS:

- A Housing/Property Manager that promotes a positive performance culture, values, and achievement
- Very proficient and confident in Housing Management practices, law and legislation
- Very Customer Focused; Promotes and delivers customer excellence
- Highly organised and plans their workload in advance
- IT Proficient with CRM (Intermediate or advanced excel) data integrity and accuracy key to the success of the role
- Solution focused and able to use own initiative
- Able to negotiate, influence positive customer and performance outcomes
- Resident Involvement and customer friendly skills
- Strong leadership qualities and able to demonstrate empathy and compassion
- An effective Manager that manages and respond to conflict positively
- An all round leader that can lead and manage a diverse range of services with a key focus on housing and repairs.

No.	Key requirements	Essential vs Desirable
1	<p>Experience:</p> <p>Proficient and lived experience of working in Housing Management covering all areas related to rental income, rent arrears, voids & lettings, ASB management, vulnerable residents, tenancy changes, any other issues housing related</p> <p>Management & Leadership experience demonstrating evidence of leading teams</p> <p>Experience of providing a responsive maintenance service</p> <p>Managing budgets with the ability to manage the Housing/Repair costs within financial budgets</p> <p>Experience of data management, excel, formulas, to help identify trends, deliver performance reports</p> <p>Resident involvement experience/knowledge</p> <p>Experience of managing and resolving complaints within the Housing Ombudsman complaint code and tracking, monitoring complaints for performance purposes</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>

2	<p>Knowledge Good understanding of the working environment in which housing associations operate and key Housing Law, legislation.</p> <p>Educated to degree level or clear experience on the job</p> <p>Experience of managing staff</p> <p>Experience of managing responsive repairs</p>	<p>E</p> <p>E</p> <p>E</p> <p>D</p>
3	<p>Skills/Ability IT immediate or advance, and understanding housing/collecting rent arrears, rent increases, managing voids and relets, ASB management, repairs day to day and good data integrity, analysis</p> <p>Leadership, management skills, with the ability to motivate and develop staff at all levels</p> <p>Excellent written and verbal skills</p> <p>Influence internally and externally to get the best results for GCHA and residents</p> <p>Ability to work flexibly and to plan workloads accordingly</p> <p>An individual that uses their own initiative, able to make decisions and self-managed</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>

How to apply

If you are interested in this role, then please send an updated CV and covering letter to GCHA, 14 London Road, Northfleet, Kent DA11 9JQ setting out why you believe you are the best candidate for the role.

Please email both to general@gcha.org.uk with the subject line: Housing & Property Manager. If you would like to have a formal discussion regarding the role, then please call on 01474 369830 and ask to speak with the Director of Operations, Leanne Donald-Whitney, stating the reference: Housing & Property Manager role interest.

Deadline for Applications: Sunday, Midnight, 4 August 2023. Where we receive a high number of CV, applications for the role, we may close the advert earlier.

Interviews: W/C 12 August 2024 (If this changes, candidates will be informed)