



Job description

Job title: Housing Team Leader

Responsible to: Regional Manager

Responsible for: Housing Officers

Purpose of the post: To provide line management of Housing Officers.

To focus on the delivery of excellent, customer focussed services to tenants.

To Include: minimising rent debt's; allocations; the management of anti-social behaviour and customer engagement.

To assist the Regional Manager in the achievement of regional targets.

Key areas of responsibility:

1. To manage and develop the regional housing team, ensuring that services are delivered in a customer focused way and to agreed budgets.
2. Lead and develop the team through regular meetings, one-to-ones, performance appraisals, and the setting of individual KPIs and objectives. Ensure effective use of IT systems to support high-quality service delivery and achieve team performance targets.
3. To ensure that blocks of flats are regularly inspected in line with Hastoe's Fire Safety Policy.
4. To ensure that homes are allocated in accordance with the Hastoe Allocations policy and nomination agreements and letting times are minimised.
5. To ensure that antisocial behaviour is effectively managed and cases are regularly reviewed.
6. To ensure that debts arising from non-payment of rent are effectively managed in accordance with policies and procedures and introduce initiatives to reduce debt.
7. To work in partnership with external agencies including, but not limited to, local authorities and police services in the delivery of housing management services and when required, represent Hastoe across the region.
8. To monitor monthly key performance indicators for areas of responsibility.



9. To engage with residents in the delivery and improvement of services.

Organisational responsibilities:

1. Uphold and be a champion for the Hastoe Group Purpose, Vision and Values.
2. Act at all times within the Hastoe Group's Policies, Procedures, Standing Orders and Financial & System Regulations.
3. Participate in agreed internal and external training and events.
4. Carry out other duties as may be reasonably assigned from time to time.

This job description is an accurate reflection of the duties of the post at the time of writing but may be changed from time to time to meet the changing requirements of Hastoe.



Person specification

Attributes	Essential	Desirable
Education and training	• Grade C or above GCSE English or equivalent.	• Educated to degree level or equivalent. • Qualified member of CIH (Chartered Institute of Housing).
Skills and experience	• Proficient in the use of Microsoft Office applications (Word, Excel, Outlook, PowerPoint). • Previous experience of working in the housing sector. • Excellent working knowledge of relevant housing related legislation and regulations. • Excellent people manager with proven experience in managing remote front-line teams. • Excellent customer service skills. • Excellent communication skills to a range of audiences, both written and verbal. • Good IT skills and experience of using Microsoft office applications and the ability to use housing management and other specialist software. • Experience of working with customers to improve services. • Experience in the housing sector.	



	• Excellent working knowledge of relevant housing related legislation and regulations.	
Personal qualities	• Customer Inspired: A positive approach to customer service (for both internal and external customers). • Open and Transparent: Able to listen, learn and improve. • Professional: Able to take ownership of your actions and cope well under pressure. • Passionate: Able to go the extra mile to find solutions and meet deadlines. • Enterprising: Willing to seek new learning experiences. • Excellent attention to detail. • Able to organise and prioritise own workload. • A flexible approach with the ability to manage people through change. • Able to work in a team as well as lead one. • Able to manage a busy workload with conflicting priorities. • Prepared to work outside normal hours when required. • Demonstrated commitment to equality and diversity. • Valid UK driving licence and use of own vehicle.	

