

<b>Head of Housing &amp; Neighbourhoods</b>	
<b>Reporting to:</b> Chief Operating Officer	<b>Responsible for:</b> Housing Team
<b>Hours of work – 35 hours per week Monday – Friday (flexi time)</b>	<b>Salary - £48k – £55k dependent on experience</b>
<p>This is a senior strategic position supporting the Chief Operating Officer (COO) and reporting to the Board. The post holder will be an active and effective leader within the Executive Team, responsible for all matters of Housing &amp; Income. They will deputise for the COO when required and demonstrate the values of the organisation in all aspects of their work and lead to ensure the values-based culture is evident throughout the organisation. The post holder will support the values of the Association, work to uphold such values in all aspects of their work and develop and support their team to ensure the values culture is evident throughout the organisation.</p>	
<h3>The Person</h3>	
<p><b>Key Attributes</b></p> <ul style="list-style-type: none"> <li>Strong Leadership Skills, with enthusiasm to bring the best out in people, particularly in an environment of change. proactive in bringing new ideas to the table.</li> <li>Successful staff manager ensuring effective recruitment, training and performance.</li> <li>Performance focused and does what it takes to get the right outcome with a successful track record of delivery</li> <li>Organised, motivated working effectively Under Pressure to meet deadlines</li> <li>Excellent Verbal &amp; Written Communication Skills</li> <li>Experienced networker making contacts count, able to forge lasting relationships with key stakeholders and customers.</li> <li>Stamina, drive and resilience and a track record of delivering performance improvement</li> <li>Policy maker influencing and creating policy changes in a social business context</li> <li>Data management skills and a track record of analytical problem solving</li> </ul>	
<h3>The Role</h3>	
<p>All roles are expected to exemplify the CHA core values, demonstrate value for money and empathy with the social aims of the organisation</p> <p>This role is responsible for directing team resources to deliver the Housing and Income function including:</p> <p><b>Housing Management</b> - Oversee the delivery of services including</p> <ul style="list-style-type: none"> <li>Income Collection - rent and service charge setting and arrears management,</li> <li>Allocations and Lettings</li> <li>Anti-social behaviour</li> <li>Contractor and Neighbourhood complaints, being the CHA contact for MPs, Elected Members and Parliamentary enquiries.</li> <li>Tenant, Resident and Community engagement and communications, including Customer and Tenant satisfaction, consultations and event management.</li> <li>Lead for Safeguarding</li> <li>Oversight of Tenant Satisfaction Measures and delivery of action Plans</li> </ul>	

## **Neighbourhoods**

- To deliver resident involvement, participation and consultation processes, including development work with tenants and residents.
- To work in partnership with other organisations to deliver improved services, performance information and efficiency
- To develop income generation activities / creative funding solutions that assist CHA in delivering its wider target of delivering neighbourhood improvement
- To represent and promote CHA as a lead business in Sefton by actively supporting strategic and policy developments in the area
- To develop and review partnership agreements assessing risk in all areas and putting in place relevant control measures.

## **Corporate responsibilities**

- To produce key corporate documents including papers and reports to the Board
- To ensure the effective and accountable handling of complaints
- Be well networked and in touch with initiatives in the market and represent the Company at conferences, seminars and public engagements and local, regional and national meetings.
- To keep abreast of changes in legislation and wider issues and review, recommend and implement changes in policy, procedure and working practices that will improve service delivery and contribute to the achievement of strategic priorities.
- To observe and promote equality and diversity principles in all activities
- To be responsible for the implementation of good working practices that promote CHA values across the organisation
- Provide all necessary input for the Business Plan and assist the in the Plan's future development including performance monitoring
- Compliance
- To deliver an effective management reporting system across the function
- To monitor and manage budgets, using a range of control methods to ensure effective budget management for operational responsibilities.
- Lead and support on improvements to systems to improve service delivery
- Lead on relevant Consumer standards and improvements to ensure compliance

The diverse nature of the Association's current and potential activities requires flexibility from all members of the staff team. This profile cannot therefore ever be an exhaustive list and the postholder will undertake any other tasks and duties within the scope and grade of the post as required and to meet changing business needs.

Skills/Experience	Qualifications
<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Excellent interpersonal and motivational skills</li> <li>• Policy development and Implementation</li> <li>• Clear Understanding of Role and Function of RP's</li> <li>• Demonstrable experience and working knowledge of performance monitoring and staff management.</li> <li>• IT Literate with a clear understanding of the role of IT in service delivery.</li> <li>• An understanding of best practice in procurement and value for money.</li> <li>• Experience of system management, data analysis and reporting techniques.</li> </ul>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Significant experience of working at a senior level delivering a wide range of housing services</li> <li>• Qualified in Housing or committed to completing CIH qualifications.</li> </ul>
<p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• 5 years of more experience of working at a senior level in the social housing sector</li> <li>• Sound knowledge of regulatory compliance</li> <li>• Participating as a Member of the Management Team reporting to a Board</li> </ul>	<p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Education to Degree Level</li> <li>• Evidence of continued professional development</li> </ul>
<p><b>Personal Qualities and Commitment to:</b></p>	
<ul style="list-style-type: none"> <li>• CHA values and demonstration of empathy with the social aims of the organisation.</li> <li>• The standards of a Tenant Focused Organisation and the delivery of high quality services.</li> <li>• Equality and diversity</li> <li>• Long-Term Success of CHA</li> </ul>	