

# **Housing and Partnership Manager**

## Candidate information pack

**Together we make it possible**



**Affinity**  
Trust

# We are Affinity Trust.

---

Affinity Trust is a social care provider and charitable organisation working in England and Scotland. With more than 30 years of experience, we specialise our support to people living with learning disabilities, autism, and other assessed needs.

Since we were established in 1991, we have been steadily growing and expanding our services to ensure that more people can live an active and fulfilling life.

Our organisation is a registered provider with the **Care Quality Commission** in England and the **Care Inspectorate** in Scotland.

We are a registered charity in **England and Wales** and in **Scotland** and operate as a company limited by guarantee registered under the Companies Act of 1985.

## Our approach

At Affinity Trust, we are all about possibilities.

The people we work with have goals to achieve and milestones to reach.

We plan, communicate, and deliver with and alongside people, not for or in place of them.

By challenging harmful assumptions and championing positive change, we empower people to live the life they choose.

We build meaningful relationships and make connections in our communities. We are bold, passionate, and creative in exploring different ways of doing things.

At Affinity Trust, it is possible to live your life, your way.

It is possible to feel ambitious and supported. Courageous and reassured. Independent and encouraged.

It's not one or the other.

**Together we make it possible.**

**Together we make it possible**



## Purpose

**Our purpose is supporting people to live their lives, their way.**

## Our values



**People are at the heart of everything we do.**

We listen, we learn, we build on strengths



**We give our best.**

What we do matters. Good days and bad. We take responsibility.



**We work together.**

We are one team and value people's strengths and differences. We are open and trusting with each other.



**We have courage.**

We try new things. We are creative and adaptable.

# Job Title: Housing and Partnership Manager

---

Reports to: Head of Housing and Property

## Job Purpose

The Housing and Partnership Manager is responsible for delivering an effective and responsive tenancy management service across properties owned and directly managed by Affinity Trust. They provide leadership and oversight of housing allocations, including lettings, transfers, and voids, while managing the day-to-day operational management of tenancy services. They work collaboratively with the Repairs & Compliance Manager and support colleagues to ensure that housing management issues are resolved effectively and in accordance with relevant policies and regulations. The Housing and Partnership Manager also supports the Head of Housing & Property in developing robust housing management processes that help support colleagues address issues arising within externally managed landlord properties.

## Key Responsibilities

- Support the Head of Housing & Property in overseeing the delivery of robust, cost-effective and efficient services that meet the needs of Affinity Trust.
- Manage Affinity Trust tenancies and ensure that tenants are supported to live independently working in collaboration with our support services.
- Continuously review, challenge and improve working practices and procedures in line with best practice to provide robust, cost-effective and efficient systems and services which meet the needs of our customers whether internal or external, ensuring that services are delivered within budget and efficiently.
- Ensure that all void properties are let as soon as possible once Affinity Trust has been given notice. All void work be scheduled and agreed with the Property & Compliance Manager, so units are ready to let quickly.
- Manage rent arrears, follow up promptly with Housing Benefit queries, liaise with Local Authorities/DWP and where necessary follow legal proceedings to collect arrears which includes preparing cases for court.
- Review service level agreements to ensure that they are shaped where possible to benefit the values and commercial requirements of Affinity Trust.
- Ensure that regular liaison meetings are held with 3<sup>rd</sup> Party Landlords and that support services are given guidance and advice when housing issues such as repairs, quality and standards need to be addressed.

- Oversee Key Performance Indicators for rent arrears, anti-social behaviour, landlord complaints, landlord health and safety management actions in properties and support colleagues in 3<sup>rd</sup> party housing schemes to address landlord safety concerns.
- Work in partnership with Local Authorities, NHS, other landlords to help in finding housing solutions to enable Affinity Trust support services to grow in line with our corporate strategy.
- Use and develop a range of systems, software and hardware in the delivery of service responsibilities.
- Assist support colleagues in addressing housing management issues with third party landlords and ensure that quarterly liaison meetings are undertaken with our priority landlords.
- Address any ASB, hoarding or tenancy breaches in line with policy and regulation. Where necessary to liaise with support colleagues, Police, Social Care and NHS to where possible develop solutions to sustain tenancies when there are breaches.
- Work with the Property & Compliance Manager to ensure the health and safety management actions are being robustly undertaken in Affinity Trust owned and managed properties.
- Ensure our tenant voices are heard and concerns around housing management responded to and tenants engaged with proactively.

## Person Specification

	Essential	Desirable
<b>Values</b>	<p>We expect all colleagues to demonstrate our organisational values in how they work with wider team members, other partners, and the people we support:</p> <ul style="list-style-type: none"> <li>• <b>People at the heart of everything we do</b> <i>We listen, we learn, we build on strengths.</i></li> <li>• <b>We give our best.</b> <i>What we do matters. Good days and bad, we take responsibility.</i></li> <li>• <b>We work together.</b> <i>We are one team and value people's strengths and differences. We are open and trusting with each other.</i></li> <li>• <b>We have courage.</b> <i>We try new things. We are creative and adaptive.</i></li> </ul>	

<p><b>Skills</b></p>	<ul style="list-style-type: none"> <li>• Experience of working in a multi-disciplinary team.</li> <li>• Able to prepare legal documentation for collection of rent, dealing with ASB and experience of attending court.</li> <li>• Experience of dealing with safeguarding cases, working in partnership with internal stakeholders and social care.</li> <li>• Excellent customer care and interpersonal skills. Good problem-solving skills.</li> <li>• Excellent standard of written and oral communication skills.</li> <li>• A well-organised and methodical approach to work and attention to detail.</li> <li>• Demonstrable negotiation and persuasion skills with external stakeholders and internal colleagues.</li> <li>• The ability to represent the organisation externally with key stakeholders.</li> <li>• Accomplished with MS-Office suite, asset management software and Share Point and general IT systems.</li> </ul>	
<p><b>Knowledge</b></p>	<ul style="list-style-type: none"> <li>• Knowledge of Housing, Safeguarding and Community Safety Legislation.</li> <li>• A focused collaborative approach to working within a team and a wider community.</li> <li>• A positive approach to excellent customer service, care delivery and a commitment to quality.</li> <li>• Experience of rent, ASB and court procedures including Safeguarding.</li> <li>• Operational management experience of working and managing multi-disciplined teams, including compliance with demonstrable record of excellent achievement.</li> <li>• Understanding of housing benefit and benefit regulations.</li> <li>• Knowledge of void management processes and experience of lettings including nomination agreements.</li> <li>• Experience of managing Service Level Agreements and interpreting Leases.</li> <li>• Ability to effectively manage compliance-based programmes by interpreting and interrogating data, with a keen eye for detail Customer</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in the care or supported housing sector.</li> <li>• Knowledge and experience of Landlord Health &amp; Safety Legislation.</li> </ul>

	services and complaints management experience.	
<b>Expereince</b>	<ul style="list-style-type: none"> <li>• Significant and recent housing management experience.</li> <li>• Managing day-to-day rents, voids, lettings, ASB, safeguarding and tenant engagement.</li> <li>• Working with legal partners and attendance at court.</li> <li>• Procurement of services in a housing setting that provides value for money.</li> <li>• Working in a multi-disciplinary team environment and working successfully with tenants and external agencies</li> <li>• Experience of working with Local Authorities and social landlords.</li> <li>• Working with external agencies to deliver successful outcomes</li> <li>• Performance management</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of benefit tribunals</li> </ul>
<b>Other Specific Requirements</b>	<ul style="list-style-type: none"> <li>• An understanding of and commitment to Affinity Trust Diversity and Health and Safety policies</li> <li>• A flexible approach to working outside core hours including some occasional evening and weekend working</li> </ul>	
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>• GCSE's or equivalent – Maths and English at C or above</li> <li>• CIH or equivalent qualification in housing management</li> </ul>	<ul style="list-style-type: none"> <li>• Degree in Housing Management</li> </ul>

## Next steps

Are you ready to join us?

---

## Working Pattern

Hybrid working with minimum 2 days per week in the Thame (Oxfordshire head office) or Leicester (LE4).

## Salary and Benefits

The salary for this role is £45,000.00 pro rata, and we are offering it on a full-time basis.

31 days annual leave pro-rata (including bank holidays), which we increase the longer you are with us.

- **Hybrid working** - We recognise that offering our employees the flexibility to work two days in the office and three days from home not only enhances productivity and sparks creativity but also cultivates stronger collaboration through a blend of in-person and remote interactions.
- **Stream** – an app that gives you access to a percentage of your pay as you earn it, access to coaching, vouchers, discounts, cashback and more.
- **Blue light card** – we will reimburse your Blue Light Card membership which provides discounts in your favourite shops and restaurants.
- **Simplyhealth** - Fully funded health cash plans giving you access to a 24-hour GP, money back on prescriptions, dental treatment, opticians and access to many more health benefits.
- **Buy and sell annual leave** – transfer windows open twice a year.
- **Pension and Life Assurance** - you'll be enrolled into our Scottish Widows pension scheme and a Life Assurance scheme.

## Apply today

We're transforming how we support our people.  
Are you in? We want to hear from you.

We're committed to being Disability Confident and we guarantee to interview all applicants with a disability who meet the minimum criteria for the vacancy.

**Together we make it possible**



**Affinity**  
Trust