



Job Description

Job title:	Housing Service Manager
Project/Base:	Canterbury / Various
Reports to:	Facilities Manager
Hours:	37.5 per week
Contract:	Permanent
Salary:	£31,266 - £34,521 gross per annum

Overall Purpose

The role will manage the day-to-day delivery and improvement of Porchlight's housing services.

The person will work closely with the Area Manager to develop the quality and improvement of services, monitoring their impact and effectiveness, as well as seeking insights to continually develop them. The person will manage performance and risk related to Porchlight's Housing Services, ensuring strong and effective partnerships both in and outside of Porchlight.

The person will provide a property management service for supported accommodation, housing people at risk of homelessness. The role will oversee voids, lets and assessments into the service.

The role will be to lead and develop a team of Housing Management Assistants, to ensure an effective and efficient service is delivered within Porchlight's Accommodation Services, while working in accordance with Porchlight's Policies, Procedures, Legislation and Regulatory standards, ensuring that all accommodation is compliant and meets a suitable standard. The role will oversee referrals and move ins into properties as well as the management of voids and lets.

Role Responsibilities

Leadership & Development

1. Support the development of Porchlight's Accommodation services in collaboration with the relevant Area Manager, enabling clarity of service pathways, responsiveness to need and evidence of impact
2. Management of effective service delivery, including quality assurance structures and systems
3. Manage effective risk and safeguarding practice for housing services
4. Oversee and manage budgets, ensuring the housing service operates within limits, identifying issues as well as service review opportunities against budget activity
5. Proactively establish and maintain effective partnerships and collaborations, supporting the service to meet operational objectives against strategic priorities

Performance and Evaluation

6. Work with the relevant Area Manager in supporting the development, implementation and management of the housing services outcome measurement and monitoring, enabling evidence of need, reach and impact
7. Lead on the operational mobilisation and implementation of new services when required.
8. Manage the performance of the housing service, ensuring they meet commissioner and funder requirements, as well as quality standards
9. Prepare and present accurate and timely reports to line managers to demonstrate performance and identify opportunities for improvement.

Staff Management

10. Recruit and develop high-performing staff with the skills and competencies to provide high quality, trauma-informed services
11. Effectively manage a dispersed staff and volunteer team ensuring team cohesion and consistency in approach and practice, developing appropriate service-specific staff training and development

12. Manage staff absence and capacity ensuring that services are always able to deliver quality, meeting contractual requirements and within budgets.
13. Undertake all line management responsibilities including induction, holding regular one to ones and annual PDRs with direct line reports.

Growth & Business Planning

14. Build and maintain strong relationships with colleagues and external partners
15. Involvement in the effective strategic planning for service(s) with the relevant Area Manager and other colleagues across Porchlight
16. Proactively identify service improvement opportunities and implement them to develop the service of the future.

General

17. To participate in the charity's out-of-hour's on-call rota (Accommodation/Outreach routinely, other services may be required to cover)
18. To be able to manage other teams outside of usual area when required
19. To actively contribute to the development of Porchlight's ways of working and continuous improvement
20. Any other requirements to ensure effective delivery of service(s), within reasonable expectations.

Porchlight employees are required to work within Porchlight's policies and procedures, upholding the values and ethos of the organisation.

This job description is a summary of the main responsibilities of the post and duties may change and vary from time to time. Employees will be consulted on any major changes to the job description.

Person Specification

We want the post-holder to be able to demonstrate the following competencies to a high level and want to use these to the full in their work. This is more important than having a great deal of direct experience of the job content, and we will be looking for evidence of all the following key competencies during the selection process, if you are shortlisted.

<ul style="list-style-type: none">• People focused• Positive and enthusiastic• Communication and influence• Teamwork	<ul style="list-style-type: none">• Quality focused• Adaptable• Problem solving• Creativity and innovation
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Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form to demonstrate your capabilities in relation to each of the **essential** criteria listed below (addressing each point in order). Where relevant use your answers to illustrate how your competences have helped you achieve positive results. This will give you the best possible chance of being shortlisted.

QUALIFICATIONS

1. Relevant qualification in management at level 3 or above or commitment to work towards this.
2. Car user with full driving licence and access to own vehicle (subject to the provisions of the Disability Discrimination Act 1995)

EXPERIENCE

Essential:

3. Experience of collaborating and working with multiple partner organisations
4. Experience of making autonomous decisions to manage teams e.g. capacity planning, adapting models to meet service needs.
5. Experience of improving and managing services, projects or contracts.
6. Significant experience of project/service administration and/or support

SKILLS & ABILITIES

7. Skilled communicator, able to provide a leadership voice and inspire others
8. Ability to work under pressure to independently make changes to service delivery to ensure outcomes are achieved
9. Ability to analyse and interpret management information, using this knowledge to make key recommendations and improvements
10. The ability to identify solutions to problems and implement and evaluate them
11. Ability to lead and manage a team as well as lead and manage change within services.

KNOWLEDGE & UNDERSTANDING

12. Understanding of health and social care landscape
13. Knowledge and commitment to client involvement and co-production
14. Understanding of client risk and safeguarding issues and application in practice, including associated statutory and practice requirements
15. Knowledge of regulatory data protection, governance and risk management requirements.

PERSONAL QUALITIES

16. Commitment to developing and maintaining a high level of service to colleagues, clients, partners and other stakeholders
17. A positive, self-motivated and enthusiastic attitude to work.
18. Able to demonstrate autonomous decision making and deliver results
19. Ability to work independently.