**Job Profile Information: Ward Housing Manager**

**This supplementary information for Ward Housing Manager is for guidance and must be used in conjunction with the Job Capsule for**

**Job Level 4 Zone 2**

**Role Purpose:**

To manage a team delivering a high quality housing management service to a defined patch of properties

To work with residents and other service providers (internal and external) to deliver the Council’s priorities

**Example outcomes or objectives that this role will deliver:**

The post holder will have contact with tenants, Councillors, MPs and other stakeholders. They must maintain good and effective working relationships with staff, external contractors, suppliers and external agencies.

Liaise with a range of stakeholders, including residents. Have regular meetings with residents to consult and involve them in the management of their environment. This will require a degree of sensitivity to the needs of residents and the ability to communicate and engage effectively with others.

Liaise and communicate effectively with staff in Housing and Adult Social Care and other council directorates and with external agencies and landlords.

Carry out research in the development of new work systems and development of the estate service including any necessary consultation. Assist in the implementation of new initiatives.

Respond to routine enquires, complaints and problems within Camden’s policy and procedure framework, but also deal with more complex problems that may lie outside of this framework with creativity and innovation.

Make decisions taking into account the needs of residents together with any financial and other policies of the Council.

Ensure the service is provided within the health and safety guidelines relating to personal protective equipment, reporting of defects in line with the Health and Safety at Work Act, COSHH and other legislation and to carry out risk assessments related to the work of the team.

**People Management Responsibilities:**

*See structure chart below*

**Relationships:**

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| --- |
| 1. Manage and direct a staff team delivering a ward based tenancy and leasehold management service, including recruitment, training, supervision and disciplinary matters as appropriate. Take responsibility for team budgets ensuring a consistent and effective use of the resources available. |
| 1. Oversee all void management processes from notice of vacation to sign up |
| 3. In conjunction with Community Safety and partner organisations, address anti-social behaviour problems in the area managed and make a major contribution towards improving local community safety. |
| 4. Take a lead role in local community development and tenant participation. |
| 5. Work with tenant and resident groups to identify and deliver priorities, including environmental, community safety and other similar schemes |
| 6. Work with partner organisations to address the needs of vulnerable and disadvantaged tenants, including problems of worklessness, overcrowding and financial inclusion |
| 7. Act as housing management contact and liaison for other service providers such as repairs and capital projects |
| 8. Contribute towards the delivery of other corporate priorities |
| 9. Work closely with ward members to address casework, resource allocation and other priorities – subject to the Council’s constitutional framework and any resident consultation that may be appropriate. |
| **Note:** All Camden employees are expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties which reasonably correspond to the general character of their post and their level of responsibility. |

**Work Environment:**

* The job demands flexibility and adaptation to changing and conflicting priorities and deadlines, these will most often be outside the post holder’s control but within the service area defined by the service plan
* Primarily office based although the post holder may need to interview residents at points of crisis in their life. Site and home visits will be required to respond to enquiries and complaints from residents and members
* The post holder will be expected to provide cover for other managers in the organisation at a similar level and may be required to deputise for the Head of Housing Services on occasion.
* Attend evening meetings as necessary

**Technical Knowledge and Experience:**

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| --- | --- |
| **Knowledge, Qualifications, Skills and Experience** | |
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| Qualifications: | |
| Essential: | Desirable:   * Professional qualification in Housing Management or Community Development |
| Knowledge: | |
| Essential:  * Housing management and leasehold management legislation | Desirable: |

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| --- | --- |
| Skills and Behaviours: | |
| Essential:  * Ability to deliver results through effective performance management * Ability to manage staff by taking decisive and supportive action as required * Good level of proficiency in a wide range of computer packages, in particular MS Excel, Word and Outlook * Strong organisation and project management skills * Ability to promote and develop effective joint working practices and services * Ability to carry out basic research, including the collection and collation of data and basic analysis and interpretation * Ability to take responsibility for planning own work and work of the team, consistently achieving and delivering to time and quality despite tight timescales and conflicting priorities * Excellent communication skills, both oral and written * Be aware of and comply with the Council’s health and safety policies and procedures * Understanding of, and commitment to, the Council’s equal opportunities and valuing diversity policies. | Desirable: |
| Relevant experience: | |
| Essential: | Desirable:  * Experience of working in social housing |

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

* Deliver for the people of Camden
* Work as one team
* Take pride in getting it right
* Find better ways
* Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

**Chart Structure – see below.**

**Chart Structure**