



JOB DESCRIPTION

POST:	Tenant Services Corporate Manager
DEPARTMENT:	Housing
REPORTING TO:	Assistant Director for Housing
RESPONSIBLE FOR:	Multiple Operational Delivery Teams <ul style="list-style-type: none">• Tenancy Management Team• HRA Income Team• Sheltered Housing Team• Neighbourhoods Team• Leasehold & Homeownership Services

MAIN JOB PURPOSE:

- Lead the Councils' Tenant Services Team ensuring that excellent levels of customer service and satisfaction are delivered through its main service areas: tenancy management, income management, neighbourhood services, the sheltered housing service, and the leasehold & homeownership service.
- Work alongside other teams within the Housing Directorate, the wider Council, and key external stakeholders to ensure that the Councils' landlord function is delivered effectively and efficiently.
- Manage team performance and deliver continuous improvements to meet the Councils' strategic objectives as well as relevant legislative and regulatory requirements.
- As part of the Extended Leadership Team, provide leadership which demonstrates the Councils' values and promotes a unified approach to the delivery of Council services.

DUTIES AND RESPONSIBILITIES:

- Inspire, lead, and motivate all colleagues and teams within Tenant Services to deliver high standards of service delivery, monitoring and managing this through performance metrics.
- Shape the Tenant Services Team so that it can effectively support the Councils' and the Housing Directorate's vision, purpose, and strategic aims.
- Ensure that the teams that comprise Tenant Services provide a customer-focussed service that seeks to exceed expectations and contributes to the Council being considered a 'landlord of choice'.

- Develop and deliver annual Service Delivery Plans that reflect strategic and operational priorities.
- Develop and implement relevant policies and procedures that ensure clarity and purpose for staff and customers alike.
- Be a positive ambassador for the Councils and the Housing Directorate when working with tenants, Members, partners, key stakeholders, and members of the public, and build strong working relationships.
- Represent the Tenant Services Team, the Housing Directorate and / or the Councils as required in a variety of forums (public meetings, closed meetings, virtual meetings, media engagements etc.)
- Write and present information relevant to the role and service area in a format that is easily understood and meets the needs of the audience, including written reports, briefing notes, and digital presentations.
- Produce accurate and timely reports for the Assistant Director, Senior Leadership Team, Members, Committees and Tenant Groups as required.
- Drive excellent performance across all operational delivery teams delivering tangible improvements against a range of KPIs.
- Lead on the resource management, priorities, and performance of the operational delivery teams.
- Develop the skills and abilities of staff within Tenant Services by ensuring regular 121s, and performance reviews across the whole service area. Meet the training needs of the team through learning and development plans.
- Play an active role in the Councils' Extended Leadership Team, supporting colleagues and contributing towards wider improvement and change within the Councils.
- Maximise the value of customer feedback and insight to deliver recognisable improvements to service delivery, ensuring that customer input into the process is recognised and championed.
- Manage any contracts or external contractors / service providers assigned to the Tenant Services Team to ensure that excellent customer service is delivered and value for money obtained.
- Drive innovation and continuous improvement through effective partnerships with teams across the Councils, and with key stakeholders, to further improve the customer experience.
- Manage the Tenant Services budget ensuring delivery to targets and value for money.
- Monitor and understand changes within the wider housing sector or in central government that could impact on service delivery in the Housing Directorate and adapt service delivery or policies as required.

- Understand risks within the Tenant Services' remit, including health & safety risks, financial risks, reputational risks, regulatory risks, and business continuity risks, and act to minimize or mitigate against those risks.
- Take responsibility for the Tenant Services Team's business continuity planning and take an active role in the business continuity planning for the wider Councils.
- Undertake any other responsibilities relevant to this post, as directed by the Assistant Director for Housing.

Additional information

- a) Does this job require a DBS check? No
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity.
- c) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office.

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS The postholder must be able to demonstrate:	MEASURED BY: A Application form I Interview T/P Test/Presentation
EDUCATION/TRAINING <i>(Academic, vocational/professional and other training)</i>	
<ul style="list-style-type: none"> Relevant professional qualification or degree, e.g., Housing/Social Policy or CIH/RICS or equivalent knowledge gained through experience. 	A
KNOWLEDGE & EXPERIENCE <i>(e.g. report writing, office experience, Microsoft office)</i>	
<ul style="list-style-type: none"> Detailed knowledge of housing legislation, particularly Landlord and Tenant law Good understanding of the regulatory framework and good practice in the housing sector. Experience of working in a senior housing management role or equivalent. Experience in the legal enforcement of tenancy conditions, from case preparation through to Court action. Ability to act as a source of knowledge/experience for colleagues in relation to housing management and related areas. Experience of dealing effectively with organisational change. Proven record of delivering continuous improvements against performance metrics. Experience of effectively managing team budgets. Experience of managing large income streams and ensuring that the income collection process is efficient and effective. 	A/I/T/P A/I/T/P A/I/T/P A/I/T/P A/I/T/P A/I/T/P A/I/T/P A/I/T/P
SKILLS/ATTRIBUTES <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
<ul style="list-style-type: none"> Ability to interpret legislation and regulations and implement them by creating effective policy and procedures. Ability to manage large budgets while ensuring value for money and effective service delivery. Ability to communicate and be understood in challenging or stressful situations. 	A/I/T/P A/I/T/P A/I/T/P

<ul style="list-style-type: none"> • Ability to assess operational problems or challenges, problem-solve, and decide on a suitable course of action. • Ability to lead and motivate multiple teams and carry out appraisals and supervision. • Ability to develop productive working relationships with key partners and contacts to find innovative solutions and outcomes. • Ability to draft and to convey complex information such as reports and training courses both orally and in writing in a clear and concise format to meet the needs of a variety of audiences, including elected Members; tenants; landlords; companies; government agencies; and charitable organisations. • Ability to negotiate and influence, including capacity to exercise persuasion in challenging situations. 	<p>A/I/T/P</p> <p>A/I/T/P</p> <p>A/I/T/P</p> <p>A/I/T/P</p> <p>A/I/T/P</p>
<p>BEHAVIOURS Behaviours will be tested at interview against the Council's values (further detail below)</p>	
<ul style="list-style-type: none"> • Empowering, valuing and developing our people • Valuing our customers • Being open and honest • Taking ownership • Being ambitious 	<p>I/TP</p> <p>I/TP</p> <p>I/TP</p> <p>I/TP</p> <p>I/TP</p>
<p>EQUALITY AND DIVERSITY</p>	
<p>Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).</p>	<p>A/I</p>



Our Values

...we believe in



OUR PEOPLE



OUR CUSTOMERS



BEING OPEN and HONEST



TAKING OWNERSHIP



BEING AMBITIOUS

We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.

