

## Housing Manager Reports to: Head of Housing

**The part I play at Flagship Group to help solve the housing crisis is:** to lead and develop a team and support the Head of Housing to deliver our housing strategy and our vision, Housing Made Simple.

I will be the subject matter expert for my service area ensuring the function meets all regulatory and legislative requirements

I will take a coaching approach to empower my team to deliver an outstanding housing management service to our tenants. I will support the team to resolve complex enquiries. I will encourage my team to be autonomous and be confident in their decision making, driven by doing the right thing for our customers and our business.

I support my manager to lead on our vision, Housing Made Simple, to make it as easy as possible for tenants to rent their homes whilst ensuring we are compliant with the law, legislation, and Flagship's policies and procedures.

### My skills and experience include:

Lead and develop a team, ensuring they have the skills, knowledge, and resources to carry out their roles.

Extensive housing management experience, preferably in social housing

Demonstrable experience of continuous improvement, shaping the future direction of the team and wider business.

Analyse and interpret data to understand and improve performance

Educated to GCSE standard or equivalent

CIH 4 - Housing Qualification or be willing to study towards it.

Full UK Driving Licence

### The skills I will develop include:

I will build relationships across the wider organisation and external partner agencies

I will build on my existing knowledge in this field and become the subject matter expert.

I will gain knowledge of the social housing sector and enhance my customer service skills in line with Flagship's values. I will develop my influencing skills



### Flagship Group Values:

