

Housing Manager (Tenancy Sustainment)

Reports to: Head of Housing

The part I play at Flagship to help solve the housing crisis is:

to lead and develop a team of Housing Officers to provide a outstanding customer service and support the Head of Housing to deliver our housing strategy and our vision, Housing Made Simple. I will lead a team of officers who provide effective tenancy management, enabling our customers to sustain their tenancies. They will identify vulnerable tenants and assess individuals support requirements at the earliest possible stages and co-ordinate the support required to successfully manage their tenancy, using a coaching approach that empowers and enables tenants to manage their home, money and rent payments.

I will focus on reducing the number of tenancies that fail, particularly in the first 12 months, ensuring that customers' homes are suited to their needs and safe for them to live in and provide performance reports that demonstrate team performance. I will ensure there is continued dialogue with the customer and any support agencies through effective case management until such a time that their tenancy is no longer at risk. I will ensure that my team keep accurate records of all communications and actions. I will work collaboratively with other teams across the business to address issues such as adaptations, access, property condition, and outstanding repairs. I will support the Head of Housing by being a subject matter expert, acting as a point of contact for the wider business, providing support and advice on complex cases and undertaking project work across the service whilst ensuring we are compliant with the law, legislation and group policies and procedures.

My skills and experience include:

Experience of managing a field based team and strong organisational skills

Developing others, ensuring they have the skills, knowledge, and resources to carry out their roles.

Understanding and experience of working within legislation and regulatory requirements applicable to the social housing sector.

Exceptional communication skills with the ability to deliver complex and difficult messages in a simple and engaging way.

Able to analyse and interpret data to understand and improve performance and be able to demonstrate effective performance management.

Prioritise and manage workload based on urgency and ensure that workload across the team is managed appropriately.

Educated to GCSE level or equivalent

The skills I will develop include:

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

I will be able to demonstrate continuous improvement, delivering an operational service against a strategy.



Flagship Group Values:

