

## **FIRST CHOICE HOUSING ASSOCIATION LIMITED**

### **JOB DESCRIPTION – OPERATIONAL HOUSING MANAGER**

Responsible to: Director of Corporate Services

Responsible for: Caretaker

General Aims: To ensure delivery of excellent operational housing management services

#### **1.0 HOUSING MANAGEMENT**

1.1 To ensure effective delivery of the core housing management functions, including nominations, allocations, tenancy agreements, income management and voids.

1.2 Deal with any tenancy or neighbour issues where appropriate handling breaches of tenancy and leasehold agreements, which could culminate in carrying out evictions

1.3 Establish and maintain meaningful links with relevant agencies such as DWP, HB Departments, grant providers and supporting peoples teams.

1.4 To negotiate and update service and support agreements with stakeholders ensuring that new properties are added to agreements at acquisition stage.

1.5 To undertake reviews with Support Providers and Local Authorities where applicable

1.6 To represent the association including attendance at external forums, conferences and Local Authority strategy meetings

1.7 To be the point of contact for N Wales HB queries including rent challenges

1.8 Take responsibility for relevant housing management related policies

1.9 In conjunction with the development officers deliver property handover information including training on rights & responsibilities to relevant stakeholders

1.10 To deliver the associations financial and digital inclusion initiatives

1.11 To inspect properties

1.12 Deal with abandoned tenancies, squatters and unauthorised occupiers

1.13 Liaise with tenant groups, local authority councillors, property professionals and other support and welfare organisations.

**2.0 TENANT PARTICIPATION**

- 2.1 To develop and implement the association's Tenant Participation Strategy reporting on progress. Provide accessible information and communication and encourage tenant participation at events.
- 2.2 To plan and facilitate the running of the association's Tenant Ivor Voice Clubs and other workshops and events in conjunction with the S Wales OHM
- 2.3 Lead on community involvement initiatives including the evaluation of outcomes of projects funded by the association.
- 2.4 To contribute to the production of the Tenants Newsletter and annual tenant participation DVD

**2.0 OTHER**

- 3.1 To liaise with the Maintenance Department on repairs, external/internal decorations and servicing as appropriate.
- 3.2 To provide training to relevant stakeholders relating to housing management and supported housing matters.
- 3.3 Liaise with local authority housing benefit departments in agreeing rent levels for new property developments and annual rent increases in conjunction with the SHWM.
- 3.6 Provide line management and coaching support to the Caretaker
- 3.10 To undertake other duties as may be reasonably expected commensurate with the post.

Signed Postholder .....

Date .....

Signed Manager .....

Date .....