

JOB DESCRIPTION

Job Title:	Housing Management and Lettings Coordinator
Directorate:	West London and South West of England
Location:	Westminster Women's Project
Reporting to:	Service Manager
Responsible for:	A team of Housing management assistants and Janitors

PURPOSE OF THE JOB

To work in the Westminster Women's Project Team providing housing and tenancy management to clients entering our semi-independent housing provision. The role will include the day to day housing and lettings management of in 37 rooms and flats, offering advice and assistance to tenants. You will manage a team of housing management assistants, janitors and cleaners to ensure effective allocation, induction, rents and void management, repairs reporting and health and safety compliance.

KEY RESPONSIBILITIES

TO LEAD AND MANAGE A TEAM

- Developing performance targets and quality control measures for the work of the team, and monitoring team members' work to ensure that these are met.
- Supervise and develop the practice of the Westminster Women's Project team; identify resources and assist in the liaison with external agencies and contractors.
- Support team members in their role of providing advice and assistance to the women living in the project in all areas relating to housing.
- Take overall responsibility for ensuring, Health and safety compliance, rent collection, void reduction, lease compliance and building maintenance.
- Supporting the team manager in recruitment and selection of new staff to the team.
- Developing performance targets and quality control measures for the work of the team, and monitoring team members' work to ensure that these are met.
- Supporting staff by setting clear objectives and holding individual supervisions and appraisals regularly.
- Inducting new staff and planning the continuing development of existing staff on the basis of an annual appraisal.

- Managing the workload of the team to ensure that adequate cover is provided at all times.
- Ensuring the health and safety of team members. This will include implementing procedures for office safety and use of computer equipment.
- Defining (and reviewing from time to time) the roles of staff to ensure these support the function's aims and objectives.
- Operating St Mungo's disciplinary and grievance procedures where necessary.
- To maintain a clinically aware approach in your practice and communications

SERVICE MANAGEMENT

- To provide an effective allocations and tenancy management to clients.
- To carry out efficient housing management duties including maintenance inspections and void management. Ensuring all properties are of a high standard and meet the requirements of being a Psychologically Informed Environment.
- Develop and maintain good working partnerships with internal & external stakeholders.
- Manage effective letting of void units to new tenants.
- Conduct efficient rents monitoring for tenants and take corrective action where required;
 - establish new rent accounts and/ or housing benefit claims as applicable
 - minimise voids costs through efficient property relinquishment and allocations procedures
 - monitor arrears and recover Housing Benefit payments owed and liaise with rents teams on legal action
 - monitor bad debts, and ensuring that prompt and appropriate action is taken in line with procedures
 - maintain local petty cash system
- Ensure voids are kept to a minimum.
- Manage relationships with partners and contractors to ensure that any house-keeping, health & safety, cleaning or repairs works are to the required standard.
- Take and respond to maintenance queries from clients, diagnose basic issues and suggest solutions.
- Use the Organisation's repairs reporting systems or purchase order process to engage external contractors.
- Any other housing management tasks as may be reasonably required by your Line Manager.
- Maintain effective and accurate information, recording and monitoring systems to report on key performance indicators.
- Update internal monitoring systems on completed health and safety inspections and maintain accurate property records.
- Report and record all client interaction on rents, repairs, legal proceedings and tenancy management matters on internal client monitoring systems.

- Respond promptly to any service complaints, recording and reviewing complaints to highlight service improvements.
- Liaise with partners to ensure that new properties taken on are up to the expected standard.
- Manage cyclical decoration of existing properties in discussion with landlords.
- To assist in the collection of monitoring information and statistics, and the production of reports.

Relationship Management

- Liaise with maintenance contractors ensuring a high level of service is delivered to clients
- Work in close partnership with the St Mungo's Property service, rent and health and safety teams.

Developing Best Practice

- Housing management process are performed to the highest standards, in line with organisational Solid Foundations approach and industry standards.
- To promote client involvement and work to St Mungo's client involvement strategy.
- To ensure the embedding of psychologically informed principles in line with St Mungo/s PIE principles. With a focus on
 - The building and living environment
 - Training
 - Reflective practice and reflective meetings
 - Client access to therapeutic interventions to support their aspirations

GENERAL

- Adhere to St Mungo's Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in team meetings and other meetings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

PERSON SPECIFICATION

Housing Management and Lettings coordinator

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the person specification. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

ESSENTIAL REQUIREMENTS

Experience

1. Experience of housing or property management
2. Experience of developing, building and maintaining effective internal and external partnerships, at a range of levels.
3. Experience of providing excellent customer service and managing complex & difficult situations in relation to people.
4. Experience of assessing the support needs of vulnerable clients.

Skills, Knowledge and Abilities

5. Ability to deliver a professional and effective housing management service.
6. Ability to communicate effectively with internal and external partners to promote a service
7. Ability to manage effective financial and recording systems and procedures.
8. Ability to work in an organised, efficient and systematic manner, and with proven IT skills.
9. An understanding of the skills & knowledge required of clients in order to maintain a tenancy.
10. An understanding of the needs and support requirements of vulnerable clients on low (or no) incomes; including those with mental health and/or substance dependency problems

The following are required of all roles with St Mungo's. However, you do not need to address these in your application.

- Genuine interest in and commitment to St Mungo's work and client group.
- An understanding of and commitment to diversity & equality.
- Willingness and ability to work hours outside of normal office hours on occasion (time off in lieu will be granted).
- Willingness to work flexibly in response to changing organisational requirements.

In the selection and interview process, we will be assessing candidates against the following competencies:

COMPETENCY	PRIMARY INDICATORS
Improving and Innovating	<ul style="list-style-type: none"> <input type="checkbox"/> Is client and customer focused <input type="checkbox"/> Is open to new ideas, improvement and change <input type="checkbox"/> Handles situations and problems with innovation and creativity <input type="checkbox"/> Shows commercial and financial awareness
Interacting and Influencing	<ul style="list-style-type: none"> <input type="checkbox"/> Takes responsibility and demonstrates values-driven leadership <input type="checkbox"/> Shows self-awareness <input type="checkbox"/> Works well with other people <input type="checkbox"/> Collaborates and networks effectively internally and externally <input type="checkbox"/> Shows sound communication and influencing skills
Understanding and Doing	<ul style="list-style-type: none"> <input type="checkbox"/> Able to find and analyse relevant written and numerical information and use it to make sound judgements <input type="checkbox"/> Able to think strategically <input type="checkbox"/> Demonstrates the necessary technical skills and aptitudes at the level that are required for the role <input type="checkbox"/> Has good writing skills at the level required for the job <input type="checkbox"/> Plans, organises and manages time well <input type="checkbox"/> Demonstrates compliance and accountability
Involving and Including	<ul style="list-style-type: none"> <input type="checkbox"/> Builds client/stakeholder involvement into all activities <input type="checkbox"/> Aware of own level of cultural competence and proactively seeks to develop <input type="checkbox"/> Actively promotes equality, diversity and inclusion among colleagues and clients.