

JOB TITLE: Specialist Housing Partner

REPORTS TO: Specialist Housing Team Leader

RESPONSIBLE FOR: No Direct line management responsibility

Who are Accent?

We own around 20,400 houses across the North, East and South of the country. They are home to over 41,000 customers. We exist to improve lives, providing people with high quality homes, affordably. Whatever their housing need, whether family, single, older or more vulnerable – our customers come first. They are always at the very heart of our business.

If you feel great about putting customers first, then we feel great about you joining the Accent team.

And we are a team. We live and breathe our values – we are Smart, we are Driven, we are Caring and we are Inclusive – are you? If you can do what's right and challenge what you think is wrong, relish the opportunity to work with some fabulous colleagues to improve the customer experience and make sure we keep to our promises, then you are the person we are looking for.

Come and join us and start your own journey with Accent. We aim to be number one, and you could help us get there.

As a Specialist Housing Partner, a summary of your role involves:

To focus are Building Management, Tenancy Management, Keeping Tenants safe in their homes and supporting them to live independently longer. You will provide a high quality, efficient, effective housing and support service that supports customers who live in our Specialist Housing Schemes including Independent Living Schemes, enabling them to feel safe and be supported to live well and independently for as long as possible but providing support at critical points to enable them to get issues resolved at first point of contact. Provide comprehensive housing management and support, including effective support planning to customers, whilst maintaining professional boundaries.

Outcomes Sought:

- To be responsible for the day-to-day management of the Specialist Housing Scheme building including reporting repairs and ensuring the building remains safe and compliant. Provide an efficient, effective and responsive service to the Tenants of the scheme.
- You will have a visible presence in schemes, you are the first point of contact for our customers and responsible for their experience with Accent Group
- To proactively to lead on and manage all aspects of Housing Management, including ASB, Arrears, Tenancy reviews, account management, sign ups, manage the whole customer journey



- Take full ownership and accountability for the scheme and all elements, to make decisions etc
- To be fully accountable for the results, understand trends, consider short term and longer term solutions.
- Manage older person and vulnerable person schemes, ensuring buildings (including internal/external communal areas) are managed in line with Health and safety requirements, including the completion of compliance checks, reporting repairs addressing and managing ASB.
- Assessing customers needs and support them to address any needs such as isolation, working with agencies, additional support to raise repairs etc.
- Maintain accurate records and audit trails are maintained including personalised Health Wellbeing plans, Reviews, risk assessments and building compliance records.
- Work alongside commissioner and care providers where appropriate, attending rehousing panels and completing housing needs assessments where appropriate to ensure that new customers settle into their home which meets their individual Health and Wellbeing needs.
- Liaise with lettings to ensure appropriate customer identified and move in is managed in a swift and seamless way which maximises income and minimises income loss.
- Effective management of voids minimising void loss
- Where Local Authority partnership contract arrangements are in place develop and maintain excellent relationships, ensuring that schemes are meeting contractual requirements and complete monitoring returns and performance information including customer satisfaction to adhere to commissioner requirements.
- Establish and sustain effective networks with health, social care and other statutory and voluntary providers to support customers to live independently.
- Advise residents on benefits that they can access and all aspects of financial inclusion.
- Promote a sense of community and resilience within schemes, supporting residents to organise their own social activities which are inclusive, and engage resident's to participate, ensuring good relationships are maintained within the scheme.
- To market our customer offer to potential customers and agencies, to generate demand for our products and services.
- Provide cover to other schemes outside of your defined area.
- Work collaboratively with a range of colleagues across the business to deliver a great services and contribute to ensuring that the customer voice is heard and acted upon.
- Develop resident involvement with each scheme providing a clear communication process enabling residents to have a voice.

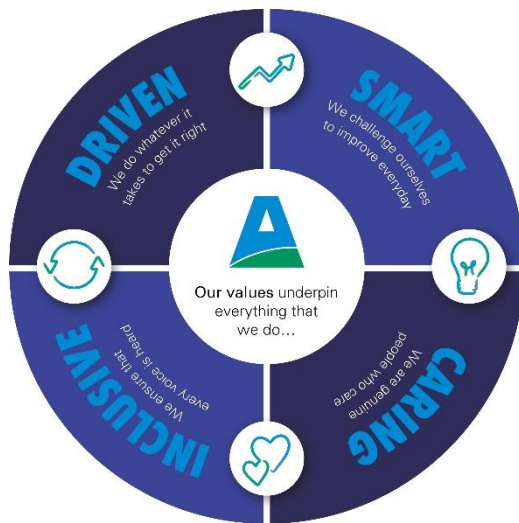
We want our people and our customers to be proud of the services and homes we provide and you have a key part to play in this.

What you'll bring:

We'll expect you to be part of the team and deliver your service in line with our values and behaviours



Our Values



Our Behaviours



The must haves:

- Previous experience of delivering a quality housing management service within a specialist or generic housing context and understanding of the various workstreams relevant to the management of temporary accommodation.
- A proven track record of utilising a multi-agency approach to anti-social behaviour management and an understanding of the range of tools available to tackle ASB.
- A working knowledge of rental income collection and an understanding of legal processes relating to income collection.
- You will be a consistent high performer and be passionate about delivering high quality services while taking full ownership of your “patch”.
- Driven to work independently and as part of a team with previous experience of cross-departmental working.
- An understanding of safeguarding within a housing context.
- You will have excellent communication skills able to communicate with multiple stakeholders and multiple levels.
- You will be able to demonstrate your resilience and ability to deal positively with change.
- Ability to work under pressure and thriving on challenges to achieve positive outcomes for customers while maintaining accuracy and high performance.
- You will be flexible in your approach to work, including where you work (different schemes or attend training further afield) and when you work (sometimes we may need to work outside of usual office hours).



- Must have access to your own transport for business use (and appropriate license).

The added extras:

- Ideally, you'll be qualified to Level 3 in a relevant subject e.g. CIH or be willing to work towards achieving this.
- You'll have experience of working with external partners proactively, developing successful working relationships for the benefit of customers.
- You'll be confident to adapt your approach to ensure that all our service meet our customers' varying needs.
- Knowledge of GDPR and handling of customer data.

We all have our part to play

- We're committed to our vision and demonstrate behaviours which are in line with our core values.
- We ensure that all aspects of our work are delivered with a customer focus to all internal and external users in line with our internal/external service offer.
- We uphold our commitment to inclusion, equality and diversity.
- We're aware of our personal responsibilities regarding health and safety, and ensure that our Health & Safety policies are adhered to in all aspects of our work.
- We treat all data with respect, ensuring we only use it for the correct purpose and is handled safely and securely.
- We promote and achieve Value for Money (VfM) within our areas and across the organisation.

This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

Signed: _____

Name: _____

Date: _____

