

# Job Description

<b>Job title:</b>	Specialist Housing Team Leader
<b>Reports to:</b>	Specialist Housing Manager
<b>Responsible for:</b>	Direct line management responsibility

## Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

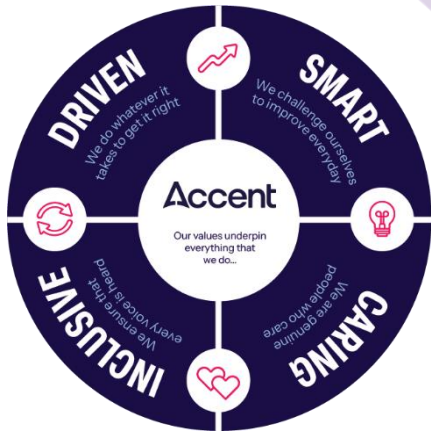
Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As a Specialist Housing Team Leader, you will ensure that our Specialist Housing services are delivered efficiently, with the highest quality, and in line with customer needs. You will manage and coach a high-performing team, ensuring that services are compliant with contractual agreements and performance targets are met. This role is key to protecting assets, ensuring customer and colleague safety, and delivering excellent customer experiences.

## Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

In this role, you will demonstrate Accent's core values by fostering a high-performance culture within the Specialist Housing team. Your focus on coaching, leadership, and accountability will ensure that colleagues and customers are safe, supported, and highly satisfied with our services. You will play a vital role in embedding customer-centric behaviours and promoting safe working practices.



## Key Responsibilities and Duties

- Manage and coach a high-performing team, across a large geographical region, ensuring Specialist Housing services meet performance targets and contractual requirements.
- Undertake line management responsibility of a team of 10-14 Specialist Housing Partners including but not limited to monthly 121 performance reviews, quarterly reviews, audit of performance and compliance.
- Provide advice and guidance on Safeguarding concerns and having relevant knowledge on safeguarding practices.
- Be a visible presence within all your schemes, spending a minimum of 2 days per week on site, to ensure consistent standards are being met.
- Deliver a customer-first approach by ensuring services are responsive, of high quality, and compliant with customer expectations.
- Provide leadership in health and safety practices, ensuring that policies and procedures are applied to protect colleagues and customers.
- Monitor and manage performance across areas such as contract compliance, customer satisfaction, and housing management.
- Develop and maintain strong partnerships with internal and external stakeholders to enhance service delivery.
- Ensure effective resource deployment to deliver value for money and align services with customer demand.
- Take ownership of service delivery, ensuring services run smoothly and without interruption, and addressing critical issues such as anti-social behaviour, arrears management and long-standing voids, or working towards one.

## Leadership Responsibility

As leaders at Accent, we are tasked with more than just achieving organisational goals; we are entrusted with the responsibility to create an environment where every colleague can thrive. To do so, we must embody the core competencies that define true leadership.

- Ensure we build a customer first culture within our teams and the wider organisation.
- Ensure we engage and are committed to the wider vision of the organisation and its goals always working collectively to achieve the best outcomes for our customers.
- Proactively and positively give feedback directly to colleagues and leaders when there may be an opportunity to improve behaviours. At Accent we want an open and transparent culture, and must always act with integrity towards our peers and colleagues and not engage any disrespectful behaviours.
- Invest in personal development and development of our teams, fostering growth through continuous development, coaching, and challenging experiences.
- Inspire innovation by encouraging new ideas, diverse thinking, and a culture of continuous improvement.
- Drive forward making bold decisions, tackle difficult issues, and grow from setbacks.
- Building trust, collaborating openly, and valuing inclusion, creating safe spaces where every voice is heard and respected across the whole organisation.
- Align our actions with a clear vision and purpose, taking decisive action to achieve results while always keeping our commitments.

- Embody care, ensuring that compassion and accountability are at the heart of everything we do.
- Work to the Accent competencies, always achieving the highest standard of conduct and integrity.

## The must haves:

- CIH Level 4 Certificate in Housing or equivalent (or willingness to work towards) or qualified through experience
- Proven experience managing teams and delivering high-quality housing and support services.
- Strong leadership skills with the ability to coach and inspire teams to achieve high performance.
- In-depth knowledge of housing and Specialist Housing practices.
- Experience with performance management and achieving key targets.
- Excellent communication skills, including report writing and presentations, with the ability to engage with customers and stakeholders.
- This role requires extensive traveling across our Accent sites and estates and so

a full UK driving license and access to a vehicle is required

## The added extras:

- Experience working with external partners to develop successful working relationships.
- Knowledge of GDPR and customer data handling.
- Experience providing training and development to colleagues
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This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.