

Job Description

Job title:	Specialist Housing Manager
Reports to:	Head of Specialist Housing
Responsible for:	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.

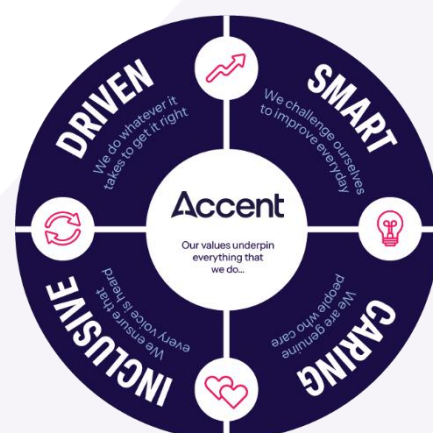
Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people 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 Manager, you will oversee all aspects of specialist housing services, particularly for older persons, ensuring high-quality service delivery and regulatory compliance. You will manage and support the specialist housing team, driving performance around key metrics, including rental income collection, void loss, and estate standards. This role is vital to maintaining excellent customer satisfaction and fostering a culture of continuous improvement.

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.

As the Specialist Housing Manager, you will lead by example, ensuring that our services are delivered in line with customer needs and in accordance with Accent's values. Your leadership will foster a collaborative and inclusive team culture, driving excellence in service delivery. You will be responsible for creating safe, well-maintained housing environments and ensuring compliance with all regulatory and safety standards, keeping customers at the heart of everything you do.



Key Responsibilities and Duties

- Lead, support, and motivate the specialist housing team to deliver high-quality services in line with Accent's goals.
- Oversee service charge and budget management, ensuring effective financial control.
- Drive performance across key areas, including rental income collection, void loss, and estate standards.
- Develop and implement an annual service plan aligned with corporate goals and strategies.
- Investigate complaints at stage 1 of Accent's complaints process and embed lessons learned.
- Ensure health and safety compliance in all schemes, promoting safe working practices and reporting incidents.
- Promote "best in class" customer care and foster a culture of continuous performance improvement within the team.
- Contribute to the continuous improvement of services, ensuring all targets are met or exceeded.
- Provide out-of-hours cover on a duty rota basis.

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
- Experience managing a high-quality housing management and or Support services, in older persons' housing.
- Experience of managing and motivating a team to achieve KPIs.
- In-depth knowledge of housing legislation and health and safety compliance related to older persons' housing.
- Experience with budget and resource management, including financial and human resources.
- Proficiency with Microsoft Office and housing management systems.
- 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.
- Experience in working with internal and external stakeholders.

The added extras:

- Active member of the Chartered Institute of Housing (CIH).
- Flexibility to work in different locations and meet service needs.
- Ability to work in challenging environments and adapt to service demands.

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.