

# JOB DESCRIPTION



**JOB TITLE:** Area Housing Manager

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**REPORTS TO:** Head of Housing Services

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**RESPONSIBLE FOR:** Direct line management responsibility

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## **Who are Accent?**

We own around 20,000 houses across the North, East and South of the country. They are home to over 35,000 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.

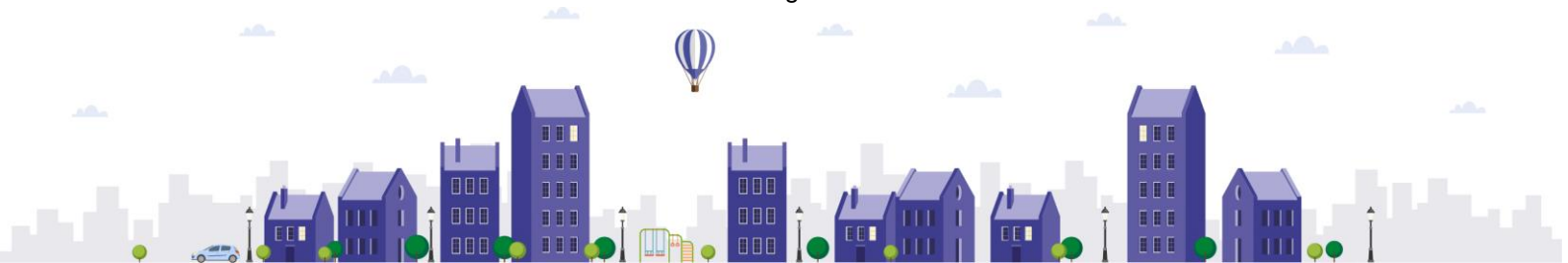
## **As a Area Housing Manager, a summary of your role involves:**

The Area Housing Manager will be responsible for all aspects of the housing service in their area. This role will lead and manage the area team to achieve its goals and maximise efficiency by achieving true Value for Money (VfM). It will also ensure that regulatory and Accent standards are upheld in accordance with Accent's regulatory obligations and our policies and procedure. This role will achieve success by meeting and exceeding customer satisfaction and KPI targets. and leading an environment that fosters a culture of continuous performance improvement.

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.

## **Key Responsibilities:**

- Manage, support, and motivate the area housing team at an operational level to meet its core objectives to deliver a high-quality housing service.
- To lead and manage on service charge and budget management within your area
- To lead, manage and drive performance around rental income collection, void loss, ASB estate standards
- Develop and deliver an annual team service plan linked to the company goals and strategy
- Monitor and evaluate individual/team performance on a regular basis by outlining what is expected within each role at each level of your area structure in their roles and behaviours against agreed budgets and targets and take corrective action where this is required.
- Investigating complaints at stage 1 of Accent's complaints process and leading the imbedding lessons learned
- Contribute towards the development and improvement of housing services by being accountable for all company targets met and/or exceeded against your property and tenant portfolio.
- Promote "best in class" customer care alongside customer centric behaviours.



- Promote safe working practices within the Housing Service.
- Manage, support and motivate the area housing team to meet its core objectives ensuring the management of their respective budgets.
- Responsible for keeping records of health and safety breaches or incidents and for reporting these to the Head of Housing Services.
- To provide out of hours cover on a duty rota basis



## 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



## The must haves:

- Previous experience of managing a quality housing management service within a social housing context and understanding of the various workstreams relevant to tenancy and neighbourhood management
- Ability to form strong professional working relationships with a wide range of stakeholders.
- Experience of leading staff to deliver a multi-agency approach to anti-social behaviour management and a working knowledge of the range of tools available to tackle ASB
- An in-depth knowledge of rental income collection and experience of leading staff through the legal processes relating to income collection
- Demonstrable strong leadership qualities that can motivate teams and individuals to achieve KPIs.
- Strong working knowledge of Housing Legislation and regulatory reforms with a commitment to Continuing Professional Development.
- Previous experience of communicating with customers and a range of external partners including with statutory and third sector organisations etc. Ability to effectively manage financial and human resources
- An advanced level of working with Microsoft office applications and other relevant software e.g., housing management systems
- Full UK driving licence and access to a vehicle for business use with the willingness and availability to travel



**The added extras:**

- Level 5 in a relevant subject e.g., CIH or be willing to work towards achieving this.
- Ability to operate in a challenging work environment.
- Ability to work in different offices dependent on service need.
- Ability to work flexibly to meet the needs and demands of the service
- Active member of the CIH

**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: \_\_\_\_\_

