**HOUSING & NEIGHBOURHOODS MANAGER JOB DESCRIPTION**

**Why are you here:**

Manage and deliver a high-quality housing and neighbourhood service by creating a great place to work by inspiring, coaching and managing others effectively.

Form effective partnerships with other service providers leading on Public Sector Reform. to secure great performance results, continuous improvement and customer excellence.

**As a Manager you will:**

Work collaboratively with colleagues and partners to embed a One Team approach, ensuring that we work together effectively to deliver brilliant services every day.

Value diversity and promote equal opportunities and inclusion.

Ensure the quality standards and performance measures applying to your work are met.

Maintain a safe environment by working within health and safety guidelines and being aware of your responsibilities for health and safety.

Plan your workloads ensuring you contribute to your team and meet your individual performance targets.

Role model our culture and values. Act as an ambassador for STH and promote the organisation and its services.

**As a Housing and Neighbourhood Manager you will:**

Deliver a high quality housing and neighbourhood service, ensuring compliance with statutory and legal requirements, regulation and corporate objectives, policies and procedures in relation to tenancy breaches, lettings, tenancy management and other neighbourhood and environmental matters.

Provide advice, information and guidance to your team, this includes your direct team including caretaking and housing management services, colleagues and partner agencies, where necessary. Act as the designated lead for specialised areas of work, within the scope of the role.

Co-ordinate and deploy resources to ensure local priorities are identified and addressed in partnership with communities and partner agencies in line with public service reform.

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Chair, attend and participate in multi-agency meetings, conferences and reviews. Ensure processes, evidence and casework is legally robust, attend Court and act as a witness, as appropriate.

Manage and appraise your team’s performance; ensuring great performance results are secured and continuous improvement and customer excellence are achieved. Obtain, analyse and interpret data and other information to support effective decision making and take remedial action, where necessary.

Contribute to the management of the team budget, ensuring resources are allocated and spent appropriately, efficiencies are secured and new funding / business opportunities are sought and secured.

Contribute to the development and implementation of neighbourhood plans; develop procedures, processes and systems of working to meet objectives and targets; ensuring your team is appropriately trained and equipped to undertake their work.

Work collaboratively with colleagues from across the company and build effective relationships and networks with partner agencies and communities to ensure customers receive a great service, business opportunities are exploited and external funding streams are maximised. Ensure your team plays an active role in supporting local partnerships.

Ensure your team develops strong relationships with customers, promotes and supports tenant engagement opportunities, consults and seeks feedback from customers, with the view to helping unlock people’s potential, promote positive behaviours and build community capacity. Co-ordinate and support the work of neighbourhood forums and the delivery of neighbourhood plans.

Act as an ambassador for the company and ensure your team promotes the company’s vision, values and achievements. Role model the company’s values and ensure they are embedded in your team.

Ensure the effective management of health, safety and wellbeing of your team, including ensuring effective systems are in place for identifying, managing and controlling risks. Ensure they are effectively communicated, understood and followed. Take remedial action where required to ensure the wellbeing of individuals and protect the company’s interest and reputation.

Provide cover and support for other Managers and Head Of Service , as appropriate.