

Team Manager – Independent Living

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis.

As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Safeguarding, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

Reporting into one of the Independent Living Regional Managers, you will lead a team of frontline staff within our Independent Living Sheltered, Extra Care or Over-55s schemes. You will manage, motivate, support and inspire your team to deliver a high-quality housing

management and support service. You'll ensure customers' needs are met and strategic objectives and team plans are successfully delivered

You will ensure schemes and services are safe and well-managed, co-ordinating the work of other teams and liaising with external stakeholders to ensure our residents are supported to live independently within active communities. You will develop and drive a performance culture with a focus on continuous improvement, accountability and personal responsibility.

You will be flexible to working across a broad geographic area and attend meetings outside of your core working hours will be required. To support your teams, you will be required to be visible and work in your schemes and our offices, dependent on resident and business needs.

The location

You'll be based at one of our main offices but will need to travel regularly across our schemes in order to fulfil your role. You will need a driving licence and have access to a vehicle with business insurance.

What you'll be doing:

- Support a 'place custodian' model of service delivery with clear leadership and management in a defined cluster of Sheltered, Extra Care and/or Over-55s schemes.
- Be visible and accountable and embed an environment where your team are empowered and supported to deliver a great service to residents. Lead by example, embracing Southern Housing culture, current and future legislation, policy, procedure and best practice
- Ensure efficient 'on the spot' tenancy management including letting empty homes, income maximisation and arrears management, resolving anti-social behaviour and monitoring environmental, maintenance and other services to schemes.
- Ensure residents needs and safety are monitored, and they're supported to access a full range of services and support.
- Oversee spend in your schemes on utilities and other scheme costs with the aim of securing value for money for residents. Assist in setting budgets. Take responsibility for purchase orders and invoices, and ensure potential overspends or anomalies are addressed.

- Manage individual team members and be responsible for recruitment and staff development within the team - including training, 1 to 1s, setting objectives, annual appraisals and addressing performance issues.
- Manage the workload of the team, ensuring schemes are covered and encouraging and supporting staff to ensure work is completed to a high standard. Create a sense of team spirit and give recognition for a job well done.
- Manage, motivate, support and continuously develop your team. Provide team members with the skills, processes, appropriate knowledge and platforms they need to deliver a positive customer experience, every time.
- Support the regional team when there are vacancies or other challenges. Work collaboratively as part of the wider Independent Living team, helping achieve annual plans and other objectives. Lead on projects, aspects of performance or other initiatives, developing your skills and interests. Build and maintain constructive relationships with other teams in the organisation.
- Ensure your team proactively involve residents in decisions made about their schemes and service through consultation and co-creation. Show the way by attending residents' meetings and forums.
- Lead on building and maintaining partnerships with local authorities, local councillors, voluntary sector organisations, community groups and other local partners.
- Work with internal teams and external partners to develop initiatives to promote residents' health & wellbeing and to ensure schemes are active communities.
- Support the delivery and review of a suite of local Key Performance Indicators (KPI's) to measure the performance of the service.
- Regularly audit your schemes to ensure risk is managed and regular checks are completed to maintain consistently high levels of resident safety and service delivery in line with policies and procedures.
- Complete fire risk actions as required for compliance the FRA and safety of our residents and their homes.
- Ensure a prompt response is provided by staff when dealing with enquiries from customers and internal or external partners. Deal with complex issues referred by team members. You'll also ensure your team responds to issues between neighbours which don't meet the threshold to be considered anti-social behaviour (ASB). In line with our good neighbourhood management procedure

- Ensure complaints, enquiries from Councillors and MPs, and requests for information are dealt with effectively within set timescales, data protection guidelines and resolved within our service standards.
- Be proficient in the use of technology and competent in the use of Microsoft Office embracing new ways of working. Maximising the use of mobile technology to carry out day to day and targeted activities/campaigns.
- Maintain a detailed knowledge of current legislation, available technology, data protection changes, regulatory framework and best practice, understanding the implications this has on service, in particular where there are specific service/financial implications.

What you'll need:

Skills, knowledge, experience and abilities Essential:

- You will have experience of working with older people or in a supported housing / housing related support environment
- You will have experience of staff management covering all aspects of line management and be able to demonstrate experience of effectively managing, motivating and inspiring staff
- You need to be able to prioritise work in order to meet deadlines and work under pressure with minimum supervision
- You need to be self-motivated with a flexible approach to work with a “can do” proactive approach to problem solving
- You will be a role model for excellent customer service, creating a ‘customer first’ working environment
- You will be able to communicate effectively and concisely, displaying good interpersonal skills in multiple modes (phone, face-to-face, emails and in writing) using customer friendly language
- You will be proficient in the use of technology and competent in the use of Microsoft Office embracing new ways of working.
- You need to have good negotiation and influencing skills
- You will have working knowledge of housing law and current housing issues
- You will be always willing to learn and continue in personal development by attending conferences, seminars, webinars and training
- You will have the ability to build effective collaborative relationships in SH and beyond
- You will understand the need for continuous improvement and play an active role in delivering successful change

- You will hold a full driving licence with access to own vehicle (Essential)
- You'll may be required to be part of an Out of Hours rota for Independent Living and General Needs properties in your region.

Qualifications/Professional Development

You will have obtained or are working towards a recognised care, housing or management qualification or have evidence of significant experience.

Circumstances

- All employees will be subject to an Enhanced Disclosure and Barring Services check, an Adult Barred List check and any other necessary regulatory and/or company required checks.
- No Job description can cover every issue which may arise within the job at various times and the job holder is expected to carry out other duties from time to time, which are broadly consistent with those described.