

## Floating Accommodation Manager

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, Compliance and Code of Conduct policies and practices within Southern Housing.

## The role

- Provide a demand led support to our student or keyworker portfolio, you'll be required to regularly travel between sites as determined by the needs of the business.
- Providing excellent accommodation services to our customers in line with our service standards and contractual obligations with the University or NHS.
- Complying with local risk management controls to ensure customers, contractors, partners and staff live or work in a safe environment.
- Leading on the local delivery of our operational plans ensuring KPI's are achieved, contractual obligations met and maximizing occupancy and income.
- Work collaboratively with central services, University and the NHS promoting engaging and positive relationships.
- Managing the site office, staff and budget.

## The location

You'll be based at one of our local offices, with the option for working in a hybrid way when appropriate and as agreed with your manager.

## What you'll be doing:

- Building the annual site budget, management of accruals, maintaining accurate financial records including accruals/forecasting, complying with financial procedures, effective monitoring of income and expenditure.
- Maximise our income by taking prompt action to manage rent arrears including providing support/signposting, issuing legal proceedings, attending court to give evidence, maintaining accurate transaction records, processing payments efficiently and recovery of rechargeable services.
- Maintain high levels of occupancy by managing the voids and allocations process effectively including maintaining the local housing waiting list, working collaboratively with our partners on nominations, promptly shortlisting and verifying potential residents and delivery of local marketing initiatives to attract prospective customers.
- Proactively manage potential long-term voids by identifying short-term letting opportunities and working with the marketing & customer experience team to promote our accommodation on relevant platforms.
- Provide sector leading customer service by ensuring we pro-actively manage the needs of our diverse residents throughout their stay, deliver a comprehensive site induction, promote cohesive living, meet our service standards and lead on the delivery of community events.
- Work collaboratively with the surveying team to ensure we have an effectively repairs service, outsourcing works if demand or complexity of the repair exceeds the capacity/capability of the Estate Maintenance Officer.
- Drive efficiency by maintaining optimal stock levels for the provision of estate maintenance officer duties including low level repairs and necessary fixtures and fittings replacement outside of the stock condition planned works.
- Ensure we comply with our contractual, regulatory and legal obligations in relation to occupancy agreements, nomination agreements, leases, site service contracts, procurement processes and relevant health & safety responsibilities.
- Embed a performance driven culture focussing on operational outputs, portfolio financial results and achieving exceptional resident satisfaction.
- To understand the site/portfolio risks including those emerging and following the relevant escalation process to help mitigate our risks (reputation, legal, financial, legislative, and regulatory).
- Lead on the operational relationship with the NHS or relevant university ensuring we keep our promises, consult on any changes to services particularly those related to our contracts and promptly escalating to the Operations Manager and Head of Commercial Operations matters that may have a negative impact.
- Ensure site compliance records are up to date by seeking assurance from central compliance team covering gas, electrical, portable testing, water hygiene, asbestos, lifts, fire risk assessments and health and safety inspections.
- Provide a comprehensive tenancy management service balancing support, enforcement and engagement. Take responsibility for resolving complaints ensuring any lessons learnt informs future service improvement plans.
- Ensure the site office is maintained to a high standard, operates in line with agreed contract terms and complies our health & safety management procedures.

- Maintain up to date knowledge of best practice, regulation and legislation relating to the provision of property and housing management in the broadest sense.
- Support the delivery of 'Summer Lets' by managing departures effectively, promoting 'over stayer' opportunities/incentives, prompt preparation of accommodation for new arrivals including group bookings, facilitating the reinvestment programme and contribute to delivering local marketing strategies to generate income and maximise occupancy **(Students Only)**.

## What you'll need:

### Knowledge

- Level 4 Certificate in Residential Letting and Property Management
- Understanding of student services including best practice, the regulatory framework and relevant legislation within which Registered Providers operate.
- Up to date knowledge of housing legislation and requirements for housing in multiple occupation.
- Understanding of the ANUK framework for landlords managing student accommodation.
- Good knowledge of safeguarding and health & safety in the broadest sense.
- Good knowledge of equality and diversity in the context of service delivery.
- Knowledge of IT systems used such as StarRez, Microsoft and MRI.

### Skills

- Effective people management including staff development and motivation
- Able to analyse data and identify trends
- Contract management
- Project management
- Preparing performance reports for management
- Effective communication skills
- Budget management.

### Abilities

- Customer-focused.
- Can prioritise work in order to meet deadlines.
- Ability to motivate the team to achieve performance targets.
- Able to work under pressure with minimum supervision.
- Self-motivated with a flexible approach to work.
- Very good attention to detail and quality.
- Able to work productively with internal departments and external partners and other bodies.
- Ability to work as part of a multi-disciplinary team, demonstrating appropriate communication and advanced interpersonal skills, verbally and electronically with the ability to deal calmly with students who may be challenging, distressed and/or demanding.
- An ability to identify risks/vulnerabilities and sound knowledge of Safeguarding Legislation and practices.
- Meticulous attention to detail and quality.
- A 'can do', proactive approach to problem solving.

# CREATING COMMUNITIES **TOGETHER**



- Always willing to learn and continue in personal development by attending conferences, seminars, webinars and training.