

## Team Manager – Partnerships

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.

Adopt and comply with strategy and regulatory requirements, organisational values, policies and procedures, including Code of Conduct, Health and Safety, Equality and Diversity, Procurement, Data Quality & Assurance, Safeguarding, Value for money.

### **The role**

To lead, manage and inspire teams to deliver a high-quality, high-performing, service across our partnership portfolio.

Take ownership, accountability and responsibility for the Partnerships service managing specialist supported housing with a managing agent and through ensuring the effective delivery of intensive housing management services, monitoring and reporting on performance, data accuracy as well as service and contract compliance. Work in partnership with internal and external stakeholders to ensure property and housing management functions meet regulatory standards and best practices.

There may be a requirement to attend meetings and other activities outside of normal working hours.

You will be visible, working a minimum of three days in offices and schemes within your area of work, to meet the needs of our residents and wider business. You will also be required to take part in providing an out of hours service.

### The location

You will be based in one of our main offices. Travel between sites will be a requirement for this role.

### What you'll be doing:

#### Principal accountabilities:

- Deliver a customer focused service which embraces Southern Housing (SH) culture, current and future legislation, policy, procedure and best practice.
- To manage individual team members and be responsible for colleague development within the team including, training, 1 to1s, annual appraisals, and addressing performance issues.
- Manage the workload of the team encouraging and supporting colleagues to ensure work is completed to a high standard.
- Monitor effectiveness against SH's performance management framework and take appropriate action to embed continuous service improvement.
- Together with the Operations Manager contribute to and manage budget setting, monitoring income and expenditure including managing agent fees, rents, office charges, service charges, allowances and dilapidations.
- Performance monitor managing agents, ensuring quarterly service performance returns and annual certification is completed and properties and services are inspected annually as a minimum.
- Performance monitor service delivery, ensuring compliance with service level agreements and housing management contracts and regulatory requirements.
- Preparation of monthly, quarterly, and annual management information and reports as required.
- Ensure property safety inspections are undertaken and fire actions are completed and approved in accordance with regulatory requirements.
- Work closely with other departments, internal colleagues, managing agents, support providers and other external agencies to provide a seamless 'one team' service. Assist with complex enquiries relating to the service.
- Ensure a prompt response is provided by colleagues when dealing with enquires and complaints from customers, their representatives and internal/external partners.
- Maintain and develop relations, protocols and partnership working with managing agents, support and care providers, commissioners and other statutory or non-statutory agencies, ensuring the interests of the organisation are safeguarded.
- Attend and chair liaison meetings, as required, or special meetings if there is contractual non-compliance, with managing agents, support providers and

commissioners to review performance of both parties against the relevant contract and/or service level agreement. Working in conjunction with the team set and monitor clear action plans where service is not being provided at acceptable level.

- Monitor, log and refer contractual non-compliance to the Operations Manager.
- Attend and chair change management meetings. Monitor change management programmes to ensure timely completion of the project activities by relevant internal and external stakeholders.
- Contribute to the development of systems, processes and procedures aimed at maximising resident satisfaction, service efficiency and improving the delivery of the service. Develop annual monitoring programmes to be undertaken by the team.
- Ensure good standards of case management are maintained recording all notes/actions clearly, accurately and appropriately. Review legal action and tenancy management activity by colleagues, partners, or managing agents, approve legal action in relation to notices served as well as applications to Court. Challenge and/or provide guidance to colleagues and managing agents to ensure action to manage a tenancy is reasonable and is compliant with the type of tenancy and/or potential breach.
- Liaise as necessary with other departments across the business to ensure the best interests of the business and the customer are served and ensure the safety, security and integrity of the accommodation is maintained at all times.
- Maintain a detailed knowledge of current legislation, regulatory framework and best practice, understanding the implications on the service, in particular where there are specific service/financial implications.
- Champion resident focus and ensure your team and others put residents at the heart of all they do.

## What you'll need:

### Skills, knowledge, experience and abilities

#### Essential:

- Proven experience within a supported housing environment
- Previous experience working with agency contracts and/or support providers
- Proven experience of staff management covering all aspects of line management
- Experience of working in partnership to generate joined up solutions to problems
- Ability to communicate effectively and concisely, displaying good interpersonal skills in multiple modes (phone, face-to-face, emails and in writing) using customer friendly language

#### Skills:

- Ability to manage time & tasks effectively, work well under pressure both individually and in a team to deadlines, delegating appropriately
- Able to develop and review Policy and Procedure regarding Agency Managed schemes and contracts
- Good negotiation and influencing skills
- Able to work under pressure with minimum supervision

# CREATING COMMUNITIES TOGETHER



- Self-motivated with a flexible approach to work
- Meticulous attention to detail and quality
- Able to build collaborative relationships and work productively with other departments and external bodies
- Always willing to learn and continue in personal development by attending conferences, seminars, webinars and training

## Qualifications/professional development

### Essential:

- You need to have a minimum of 5 GCSEs or equivalent.
- Hold a full driving licence with access to own vehicle

LT Director	Care & Independent Living
No. of Direct Reports:	4
Location/Regions covered by this role:	London, Kent/Hampshire/Sussex
Last Updated:	March 2025