



**Job Title:** Head of Housing and Resident Services

**Job Summary:** To lead the management, development, performance and continuous improvement of Norton Housing and Support's Housing Services including Housing Management and Repairs; Planning & Major Works and Property Services, and new business in this area.

**Hours of work:** 37.5 hours per week.

**Leave:** 5 weeks per annum plus statutory bank holidays, with an additional 2 days' pro rata for 5 years and 10 years of service.

**Responsible to:** Chief Executive

**Responsible for:** Housing Services Co-ordinator  
Senior Intensive Housing Management Officer (Women's Scheme)  
Support Manager

### **Main Duties**

- To ensure all aspects of service delivery comply with contractual, regulatory, legislative, and other requirements.
- To ensure a high-quality housing and Intensive Housing Management service is always provided to residents across all services, including but not limited to, women's service, mental health, and homelessness.
- To ensure that Support Work meets the needs of the NH&S Resident Services Standards.
- To liaise with the Finance & Procurement Lead on;
  - the management of voids, control debt management and ensure all service charges are collected.
  - the management of rent collection and arrears processes in accordance with policies and procedures, maximising Housing Benefit take up.
  - ensuring appropriate housing benefit claims and advice are provided to tenants and rent payment systems are in operation.
  - ensuring voids and bad debt targets are kept to a minimum and within target KPIs.
- In line with agreed referral and allocation policies, to manage the efficient lettings of properties and rooms.
- To be responsible for the security and safety of all Housing properties, always ensuring compliance with health & safety.
- To be the named responsible individual for Health and Safety within the organisation.

- To lead on environmental management and the decarbonisation agenda.
- As part of Senior Management Team, to set and manage allocated budgets.
- To take overall responsibility for maintenance and asset management plans, and the provision of furniture and fittings.
- To produce and communicate quality reports, briefings, and publicity material for a range of audiences.
- To use and develop systems to ensure data sets are available to inform monitoring and reviews as required.
- To work with the CEO to lead on new and established partnerships with a range of partners that secure a strong pipeline of supported housing opportunities.
- To manage and deliver other housing related projects as they arise.
- To represent the organisation at internal and external meetings, develop positive local community relationships and chair community meetings where appropriate.
- To develop and maintain effective working relationships with all relevant organisations.
- To ensure that residents are effectively involved in the delivery of our service through consultation and information.
- To work with the In This Together (ITT) group to facilitate and support resident involvement and scrutiny processes.
- To seek out new opportunities for growth in high quality housing provision, along with the CEO.
- To lead in Safeguarding within our Housing services.
- To maintain a detailed knowledge of housing and tenancy law.
- To be willing and able to undertake training and qualifications in line with Consumer Standards.

### **General**

- To be a member of Senior Management Team and Operational Management Team
- To attend Team Meetings and other meetings as required.
- To provide reports and attend Trustee meetings when required.
- To work as part of a team, supporting colleagues with their workload as appropriate.
- To work within the policies and procedures of Norton Housing and Support, including abiding by the confidentiality policy.
- To take on additional responsibilities or other reasonable duties as agreed with the Chief Executive, appropriate to the skills and competencies of the role.
- To attend and undertake any necessary training, being aware of the need for professional development.
- To be part of the organisations out of hours, on call rota system.

### **Data Protection and Confidentiality**

- To work within the confidentiality and data protection policies and procedures of Norton Housing and Support, by;
  - Ensuring confidential information is kept in a secure location and not relayed to unauthorised personnel.

- Protecting computer systems from unauthorised access – e.g., maintaining the security of your password, not bypassing security software.
- Promptly reporting to your line manager any data breaches that you become aware of.