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| **Job Description and Person Specification** |
| **Job Title** | Service Manager – Home Turf Lettings/DHI |
| **Salary** | £39,513 Pro-Rata Per annum salary scale point 30  |
| **Annual Leave** | 26 days per year and bank holidays and statutory holidays.1 additional day of annual leave per year for each full financial year continuously employed by DHI, up to a maximum of 31 days annual leave per year. |
| **Pension** | Contributory pension scheme, where DHI contributes 7% and the employee contributes a minimum 3% of their salary tax free. |
| **Benefits*** Although a public facing role, flexible homeworking, allowing you to work from home for part of your working week to complete admin, subject to management approval and needs of service.
* Life Assurance Cover.
* Mileage allowance of 45p per mile for using your own car for work journeys.
* Cycle to Work scheme that can save you 25-39% on the cost of a bike and cycling accessories.
* Deals and discounts from DHI’s membership of charityworkerdiscounts.com.
* Access to a confidential 24-hour helpline to support you through life’s challenges.
* Training to help you to do your job well, and a friendly and supportive workplace with a track record for promoting high performing staff.
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| **Hours of Work** | 30 hours per week over 4 or 5 days and additional hours as required from time to time.Usual working hours are 9am to 5pm with occasional evenings and weekends. |
| **Place of Work** | All Home Turf Letting Sites and any other location required by DHI. Bases in Bristol and Bath. |
| **Travel for Work** | Required to travel across housing portfolio covering Bristol, South Gloucester, Bath and Northeast Somerset, Gloucestershire, and Somerset and must be willing and legally able to drive and have use of a vehicle that is insured for business use. |
| **Accountabilities** | Accountable to: Senior Housing Manager and Director of OperationsAccountable for: Day to day operations of Home Turf Lettings. |
| **Purpose** | * Promote social inclusion, and independence.
* Manage all aspects of the Home Turf Lettings services in line with contractual requirements and DHI strategic priorities.
* Manage the team to deliver a good and safe standard of housing provision to tenants on behalf of landlords, across all housing portfolios.
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| **Responsibilities****Person Centred Service Delivery*** Lead staff work to deliver the service`s efficiency, effectiveness and quality.
* Ensure the continuity of delivery of the service and develop and implement plans for delivery and improvement, aligned to DHI`s strategic objectives and contractual requirements.
* Manage and oversee the allocation of housing portfolios to a team of housing officers, to provide safe homes for tenants, building relationships through good communication and tenancy management.
* Manage and oversee relationships with landlords and other stakeholders, commissioners and contractors, through building relationships and good communication.
* Complete monthly financial checks on tenants, contractor and landlord accounts to support the financial viability of the service. Attend regular meetings with the Director of Operations and Finance team, to report on the financial checks.
* Escalate issues and support the Senior Manager and Director, to identify where changes in processes and procedures can prevent reoccurrence and manage risk.
* Meet the information and reporting requirements of the service and account for these, implementing improvement plans where identified.
* Work with other services, agencies, and stakeholders including community neighbourhoods, to enhance service outcomes and community integration.
* Represent DHI in meetings with stakeholders and partners.

**People and Performance*** Recruit, supervise, appraise, train, develop each Housing Officer to manage their housing portfolios, to be effective team members.
* Promote an inspiring, dynamic, high performing team with clear team goals aligned to DHI vision and strategy.
* Consistently role model DHI values in your behaviours, in your leadership of the team and service.
* Monitor team performance through reviews, address issues and prevent re-occurrence with appropriate use of policies, procedures and practices.
* Understand and share national housing policy, changes in law and person-centred rights that promote housing rights and equalities.

**Compliance*** Ensure the service understands and adheres to all DHI’s policies and procedures and all good practice guidelines, legal and regulatory requirements, including safeguarding people, health and safety, information governance and equality, diversity and inclusion.
* Manage the day-to-day operational budget for the service including financial income and outgoings, housing voids, re-lets and arrears, repairs and maintenance, safety compliance.
* Make best use of the service`s resources and adhere to DHI`s financial regulations.
* Support the Director to bid for contracts and other funding, negotiate terms, and implement and embed changes required by the contract.

**Other*** This job description contains only the main accountabilities relating to the post and does not describe in detail all the duties required to carry out the role.
* The post holder will be expected to undertake any other duties reasonably requested by their manager and commensurate with the expectations of the role.
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| **Skills, Knowledge, Experience, and Behaviours**The most important quality to succeed in this role will be your positive attitude, resilience, and enthusiasm for the work of DHI and your team.**Essential Criteria:**It is also **essential** that you can demonstrate:**Behaviours*** Belief in and willingness to model DHI values in behaviours, as described in the Behaviour Framework (attached).

**Skills and Qualifications*** Engaging and delegating well to achieve defined results and purpose.
* Experience and knowledge of the housing sector.
* Assessing risk and making an informed judgement.
* Working in a service sector e.g. health, social care, welfare benefits, housing, teaching, armed forces, criminal justice etc.
* Good communication skills, written, verbal and motivational.
* Ability to plan, prioritise, and organise the work and time of others.
* Good basic level of IT literacy (proficient in Word, sending emails and able to input data into systems following training).

**Other*** Able and willing to travel around the geographical area covered by the service.

**Desirable Criteria:** It is **desirable** that you can demonstrate:**Experience*** Management or leading a service in the sector e.g. housing, adult social care, supported housing, housing management.
* Multidisciplinary working and developing pathways or joint working arrangements.
* Project management.
* Team leadership.

**Skills and Qualifications*** Management skills or qualification.
* Housing Management skills or qualification.

**Knowledge*** Housing management gained within a supported housing environment (Housing Manager).
* Person Centred relationships and Opportunities for people using services.

All the above skills, knowledge, experience, and behaviours will be tested at application and interview. |