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**JOB DESCRIPTION:**

**Job Title:** Neighbourhood Team Manager

**Company:** Barking and Dagenham Reside Regeneration Ltd

**Location:** Hybrid (Barking/Home)

**Responsible to:** Neighbourhood and Enforcement Lead

**Salary** : £48,000 - £55,000 p.a.

**Job Purpose**

To oversee and be responsible for the operational delivery of a high-quality comprehensive tenancy and neighbourhood management service across the Reside portfolio through effective management, leadership and influence to provide a high-quality customer experience.

To ensure operational services managed deliver high satisfaction, ensuring performance is maximised through effective monitoring of services and use of resources.

To drive and champion continuous improvement across all services managed by putting in place mechanisms for delivering improvements.

Ensure effective strategies and practices are in place to embed a strong culture of resident involvement and engagement.

The role must ensure that all policies, processes and working practices are in line with the current legislative requirements and internal policy, procedures and Reside’s values.

Ensure services delivered are compliant with all relevant health and safety legislation, policies and procedures, including lone working and building and fire safety

**Key Deliverables**

* Be the operational lead to ensure the delivery of high quality, efficient and compliant Neighbourhood and Tenancy Management service across all managed tenures, managing and developing the services in line with agreed objectives, policies, strategies and targets. This will include taking an active role in delivering services required of the teams.
* Support as required the operational delivery of efficient allocations and letting processes, preventing tenancy fraud and ensuring effective on-boarding of new tenants across the managed portfolio.
* Implement and embed appropriate work practices to ensure the team deliver improved resident satisfaction. Central to this is the creation of a positive customer-centred ‘can do’ culture that delivers our ambition to go above and beyond to create excellent places and deliver exceptional service.
* Support the development of strategies and actions that actively promotes resident involvement and engagement across all services, working with the wider management team to ensure delivery of Reside’s corporate objectives.
* Ensure that the services provided are delivered in accordance with legislative and regulatory requirements, Reside’s policies and procedures and reflect best practice and always deliver excellent customer service.
* Provide direction and guidance on case management where required, supporting staff to make confident decisions which deliver successful outcomes and working in partnership with internal departments and key partners to deliver this where required.
* To ensure that all relevant housing systems are updated and kept up to date in line with service requirements.
* To ensure the service establishes and maintains relationships with external partners and stakeholders and that blockages are identified and resolved to ensure delivery of effective services to customers.
* Input on the development and updating of policies and procedures and ensure that these are communicated to staff, applied and consistently monitored throughout the service

Leadership and Management

* Ensure the effective management of the team, to include, but not limited to carrying out 1-1’s, managing behaviour and performance issues in accordance with the Reside policies and procedures.
* Implement effective approach to staff management that ensures staff based at remote sites feel supported, engaged and part of the team.
* To be an effective, enabling manager with the ability to develop staff to maximise potential and encourage improvement and development of personal performance.
* Responsible for setting individual and team annual objectives linked to corporate objectives, monitor performance and formulate and implement solutions to address poor performance.
* Support a strong and robust performance management culture and framework with high standards of services and effective control.
* As part of the Operational Management Team, provide management cover for other business streams within the team in emergency situations, including out of hours cover where necessary.
* Take every reasonable measure to ensure the health, safety and wellbeing of staff including the assessment and prevention of risks, protection of lone workers and by providing practical and emotional support.

Financial Control

* Plan and monitor budgets in accordance with the operational requirements of the service; ensure that resources are prioritised appropriately across the services provided including identifying where better value for money can be achieved.
* Work closely with the finance team to provide regular reforecasts as part of the management accounts process.
* Alert the Finance Business Partner / Financial Controller and the respective Head of Service to any cost pressures that could emerge now or in the future which are not included in the latest budget / business plan.
* Provide regular report on budget position as required to Senior Management Team.

Other

* To ensure full compliance with the Health and Safety at Work Act 1974, relevant Reside Health and Safety Policies both for people and in the management of Reside housing stock.
* To be able to work out of normal contracted hours, including some evening and weekends as required.
* Any other duties as required that are commensurate with the post.

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**PERSON SPECIFICATION**

**Essential Requirements (key skills & qualifications)**

**Knowledge and Experience**

* Experience of managing and leading a front-line tenancy and/or housing management service or another relevant housing-related area at a management level and within the context of a dynamic and changing organisation
* A good understanding of the issues of housing, estate management, health and safety and how these impact on the well-being of residents and the responsibilities of landlords
* Proven record of managing a high performing and customer focused team in neighbourhood and tenancy management.
* Demonstrable knowledge and experience of a range of team and people management.
* Good technical knowledge and demonstrable experience working in a neighbourhood and tenancy management service in a mixed tenure housing environment.
* Experience of managing service change / transformation programmes from planning through to implementation.
* Some experience of policy and strategy development work.
* Ability to produce, analyse and interpret information and present this information in a meaningful and understandable way.
* Ability to communicate policies and procedures to others.
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* Experience of compliance with Health and Safety regulations and good practice for both self and individuals managed and those who services are delivered to.
* High level of IT literacy. Confident in use of Word, Excel and Outlook and other systems relevant to the role.
* Have a full UK driving licence and access to a suitable vehicle to carry out the duties of the role (as and when necessary)

**Desirable Requirements (key skills & qualifications)**

* Demonstrable knowledge of social housing regulation with experience of managing teams and services compliant with local and national legislative and regulatory requirements, including the Consumer Standards.
* Some experience of project management.
* Membership of a relevant body (e.g. CIH)