

## HOUSING MANAGER - APPLICATION PACK CONTENTS

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To find out more please also visit the Teachers' Housing Association website where you can also download a copy of our Annual Report 2016/17 at:

[www.teachershousing.org.uk](http://www.teachershousing.org.uk)

October 2017

Dear Applicant

Thank you for your interest in our **Housing Manager** position. When applying for this role you should refer to the Welcome Letter, Job Description, Person Specification and Provisional Terms included with this pack. To apply you should submit:

- A current CV which shows your full career history, including your most recent employment. We request that this is no longer than three pages.
- A covering letter outlining your interest, and telling us why you are a good candidate for this role. You must make sure that your covering letter fully demonstrates that you have the requisite experience, competencies and personal qualities as set out in the person specification. We request that this is no longer than three pages.
- Please provide details of 2 referees, one of whom should be your current or most recent employer.

Please note that applications will only be considered if the supporting documentation is complete.

**Applications must be received by Wednesday 25 October 2017. Either send to the address above or email to [pdavies@teachershousing.org.uk](mailto:pdavies@teachershousing.org.uk).**

Interview dates:

- First interviews will be held on Monday 6 November 2017
- Second interviews will be held Thursday 9 / Friday 10 November 2017

*(Indicate on your covering letter if you cannot attend either of the interview dates.)*

Please contact me if you wish to have an informal discussion about the role and organisation, or if you have any other questions to help you decide whether to apply. You can contact me on 0207 440 9440.

Yours faithfully



**Kevin Turner**  
**Housing Services Director**

Housing people in need - particularly those associated with education

October 2017

Dear Applicant

Thank you for your interest in the role of **Housing Manager** at Teachers' Housing Association (THA).

We are a small, specialist housing association and this position is based at our Head Office where we employ 14 staff, of whom 4 are the Housing Team. This role is for an experienced, generic Housing Manager who shares our commitment to delivery of an effective, high quality tenant focussed service. The Housing Manager reports directly to the Housing Services Director.

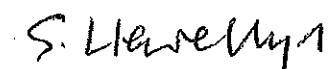
THA's mission is to house people in need, particularly those working in education. We provide housing for teachers and others in need across several London boroughs and also have seven sheltered housing schemes for older people across England. In addition, we are managing agents for a small association with shared objectives. We are keen to continue our small development programme and are seeking additional funding to support our development objectives. In total we manage approximately 650 properties. More details about our work can be seen on our website at [www.teachershousing.org.uk](http://www.teachershousing.org.uk)

This year is our 50<sup>th</sup> anniversary and we are proud of our achievements to date. As a key member within our small team you will work closely with colleagues to achieve our objectives in a role full of variety and challenge. Our size means that we remain agile and responsive and you will see the impact of your efforts on a daily basis. We will expect you to bring energy and enthusiasm to this role. We are a friendly team based in a fantastic office location. We work flexibly, ensuring a responsible service but also enabling staff to achieve a healthy work life balance.

I hope that you will find this to be an interesting opportunity, and if you do, please apply ensuring that your application clearly details how you meet all the criteria within our person specification.

We look forward to receiving your application.

Yours faithfully



Sian Llewellyn  
Chief Executive

Housing people in need - particularly those associated with education

## **JOB DESCRIPTION**

**JOB TITLE:** Housing Manager

**RESPONSIBLE TO:** Housing Services Director

**RESPONSIBLE FOR:** Scheme staff including Scheme Managers, Estate Managers and Caretakers as applicable

## **JOB PURPOSE**

1. To ensure that THA provides an effective and responsible housing management service to its tenants living in general needs and sheltered housing.
2. To exercise management control of the housing stock by ensuring that the Association's housing management targets are achieved.
3. To ensure delivery of a high quality service to the Association's tenants.
4. To directly manage a patch of properties.

## **MAIN DUTIES AND RESPONSIBILITIES**

### **1. HOUSING MANAGEMENT**

- 1.1 Assume responsibility for the housing management service provided to a patch of the Association's properties, which includes both rented and leasehold units. Follow statutory requirements and good practice and to implement the Association's housing management policies.
- 1.2 To assist the Housing Services Director in ensuring that the Association's Housing Management policies and procedures meet statutory and good practice standards at all times.
- 1.3 To participate in weekly allocation meetings and assist the Housing Services Director and other members of the Housing Management Section in monitoring the allocation process.
- 1.4 To undertake visits to schemes, tenants and housing applicants as required.
- 1.5 To comply with all aspects of property and tenancy management in accordance with the Association's policies and procedures and provide advice and support as necessary.

- 1.6 To monitor arrears on a regular basis for a defined patch of properties and ensure that income loss is minimised and undertake appropriate action in accordance with THA's arrears control policies and procedures.
- 1.7 To work with the Housing Services Director to ensure the Association complies with its support strategy for older people including support planning.
- 1.8 To ensure prompt and effective implementation of the Association's policy and procedures in respect of anti-social behaviour and nuisance.
- 1.9 In conjunction with the Housing Services Director to ensure that information issued by the Housing Management Section such as the Tenant Handbooks, Scheme Manager Handbooks and scheme information is regularly reviewed and updated.
- 1.10 To ensure good practice and working relationships with housing benefit departments.
- 1.11 To attend meetings with other agencies such as local authorities, other Registered Social Landlords etc as required.

## **2. STAFF MANAGEMENT**

- 2.1 To undertake all line manager responsibilities including monitoring and supervision for sheltered housing scheme managers, estate managers and caretakers working within a defined patch of properties.
- 2.2 To participate in scheme staff training events as required.

## **3. MAINTENANCE**

- 3.1 To liaise with the Maintenance Surveyor and Housing Services Director and Maintenance Director to ensure that maintenance services are delivered to THA's performance standards.
- 3.2 To assist the Housing Services Director in achieving voids control and enabling performance standards to be achieved.

## **4. FINANCIAL**

- 4.1 To prepare, present and issue Service Charge Budgets and Accounts for schemes and properties within a defined patch of properties.
- 4.2 To liaise with the Housing Services Director in respect of Service Charge Budgets and management expenditure within these budgets.

## **5. TENANT INVOLVEMENT**

- 5.1 To assist the Housing Services Director in the development of THA's Tenant Involvement Strategy and ensure the Association's tenants are enabled to participate in the management of their properties.
- 5.2 To ensure the Association's policies and procedures in respect of consultation are adhered to, including attendance at meetings with tenants as required.

- 5.3 To assist the Housing Services Director with production and circulation of the tenants' Newsletter.

## 6. GENERAL

- 6.1 To ensure at all times that the Association's quality standards, Homes and Communities Agency standards, and expectations relating to housing management are complied with and to report on the above on a regular basis.
- 6.2 To participate in delivery and implementation of the Association's Value for Money Strategy.
- 6.3 To ensure familiarity with the Association's Risk Management Strategy and participate in its review as required.
- 6.4 To deliver housing management services from the Association's local offices as required.
- 6.5 To utilise the Association's IT systems and equipment to ensure an effective delivery of service including the utilisation of word processing and spreadsheet software to be self-servicing in the production of reports and correspondence.
- 6.6 To ensure confidentiality of all information dealt with and operate in accordance with THA's Confidentiality Policy.
- 6.7 To uphold and promote all aspects of THA's Equality and Diversity Policy.
- 6.8 To adhere to THA's Health & Safety Policy and procedures.
- 6.9 To attend training courses, conferences, seminars and working parties in agreement with the Chief Executive.
- 6.10 To maintain knowledge of current housing legislation practices and issues which may concern tenants.
- 6.11 To attend any of the Association's committees as required.
- 6.12 To attend meetings with tenants as required.
- 6.13 To carry out other duties consistent with the job purpose as may be required from time to time.

*Note: The Association reserves the right to amend this job description as necessary, after consultation with the postholder, to reflect changes in the job.*

**TEACHERS' HOUSING ASSOCIATION LTD  
PERSON SPECIFICATION**

**HOUSING MANAGER**

**INTRODUCTION**

This specification has been drafted to provide a clear and consistent method of selecting candidates for this post. It identifies the key skills, abilities and attributes which a successful applicant will demonstrate. Candidates applying for this post will need to demonstrate that they possess the required knowledge and have experience of successfully applying their skills.

ATTRIBUTE	ESSENTIAL	DESIRABLE
Education / Attainments	<p>Minimum of two years generic housing management experience in a social housing organisation.</p> <p>Willingness to attend training and development courses as required.</p>	<p>A professional qualification in housing</p>
Job Knowledge / Experience	<p>A thorough working knowledge, understanding and background in the functions and processes of a housing management service.</p> <p>Experience of the implementation of successful arrears control techniques.</p> <p>Experience of managing general needs and sheltered housing for older people.</p> <p>Staff Management and supervision experience.</p> <p>Knowledge of housing legislation and the law relating to tenancies.</p>	<p>Knowledge of Homes and Communities Agency, Regulatory Framework and other regulatory requirements.</p> <p>Experience of setting and monitoring Budgets.</p> <p>Understanding of Support Planning.</p> <p>Experience of completing staff performance reviews &amp; appraisals.</p>
Special Aptitudes	<p>Able to attend meetings out of standard office hours and travel to the Association's properties throughout England as required which will involve occasional overnight stays</p> <p>Demonstrable ability to achieve targets and provide a customer focused service.</p> <p>Computer literate with a grasp of Microsoft Office software packages and housing management systems.</p> <p>Ability to type correspondence and reports.</p> <p>Ability to work within a small area office which will involve some lone working.</p>	

ATTRIBUTE	ESSENTIAL	DESIRABLE
Personal Skills	<p>Good oral and written communication skills, including the ability to disseminate complex information to a wide variety of audiences.</p> <p>Self-motivation, flexibility to adapt to changing circumstances.</p> <p>Good time management skills and ability to work under pressure as part of a team and on own initiative.</p>	



**TEACHERS' HOUSING ASSOCIATION**

**HOUSING MANAGER**

**PROVISIONAL TERMS OF EMPLOYMENT**

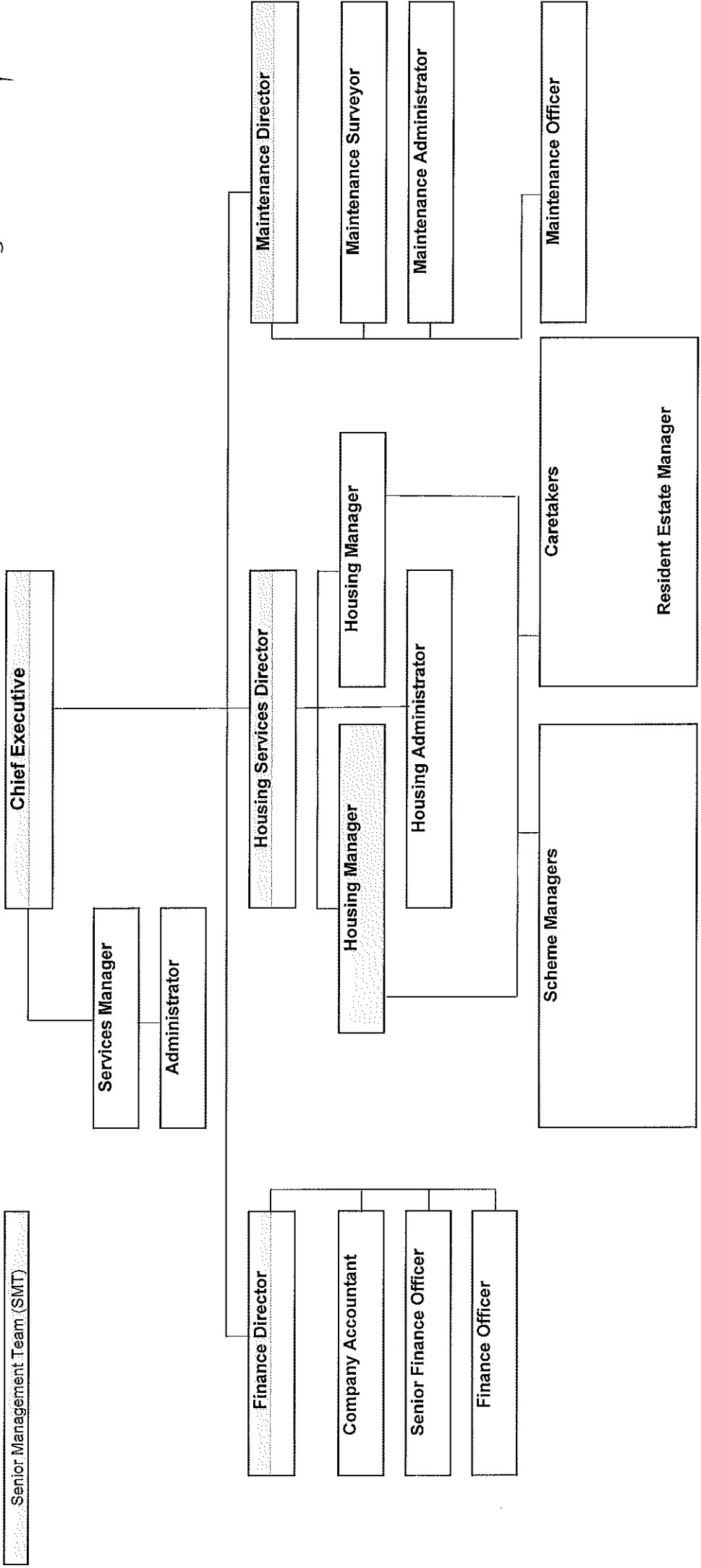
<b>Anticipated Date of Commencement</b>	As soon as possible
<b>Outline Duties</b>	As per attached job description
<b>Days and Hours of Work</b>	Monday to Friday: Standard office hours are 9.00 am – 5.00 pm. A flexitime system operates in our Head Office.
<b>Holiday Entitlement</b>	23 days per year, rising to 28 days per year after 5 years of service. Additional office closure between Christmas and New Year.
<b>Salary</b>	£34,795 - £37,660 (Scales 34-37) per annum including London Weighting Allowance paid monthly in arrears. (Next review April 2018)
<b>Pension</b>	Participation in "The Pensions Trust" pension scheme.
<b>Probationary Period</b>	Six months
<b>Notice</b>	One full calendar month on either side once confirmed in post.
<b>References</b>	Appointment is subject to two satisfactory references, DBS enhanced disclosure and a medical reference. Please also refer to our DBS check leaflet.

***Teachers' Housing Association is an Equal Opportunities Organisation and a Co-operative and Community Benefit Society***

# Organisational Chart



teachers' housing association



**Housing Manager**  
**Salary £34,795 - £37,660**

We are a national Housing Association managing over 600 homes. We have an opportunity for an experienced, generic Housing Manager to join our team.

The successful candidate will have direct housing management responsibility for approximately 300 homes, both sheltered housing for older people as well as general needs. Our 2 Housing Managers cover a broad range of management tasks across a wide geographical area including significant staff management responsibilities. Self-confidence, the ability to work with initiative, to manage budgets, and sufficient experience to deliver a professional and high quality service to tenants are essential. This is an exciting and challenging position for someone highly motivated and experienced in housing management. Good communication and time management skills are essential. In return, we offer a competitive salary and a number of benefits including flexitime and a generous holiday allowance.

**Closing date: 25 October 2017**

**Application forms from Teachers' Housing Association via:**  
**[www.teachershousing.org.uk](http://www.teachershousing.org.uk) / Telephone: 0207 440 9440**  
**Email: [enquiries@teachershousing.org.uk](mailto:enquiries@teachershousing.org.uk)**

***Housing people in need, particularly those associated with education***

Teachers' Housing Association is an equal opportunities employer and a co-operative and community benefit society