**Job title:** Housing Manager (Mid West) **Reports to:** Senior Housing Manager (SHM)

**Job summary**

- Develop, deliver, assure, and protect the Haig Housing Trust (HHT) services within area of responsibility including monitoring and ensuring consistent compliance with current legislation to all of HHT’s processes.

- To actively network with support organisations within AOR to assist the delivery of HHT operations.

Conduct all tenancy sustainment activity within AOR to ensure they are appropriately supported E-2-E - To Inspect all properties and estates, inside and out, at least once in every 12-month period.

- To act as the champion for beneficiaries in any dispute with HHT processes.

- Conduct all stages of the tenancy process including Initiating and conducting viewings and sign-up for new tenants and interview and recommend applications for transfer, assignments, and succession, this should also include tenancy sustainment and sign posting where applicable.

- Work with property services in ensuring the delivery of a high-quality service.

- Ensure all data held is regularly updated in the management systems used by HHT (i.e. Civica Cx)

- Monitor the legislative requirements as issues by the Welsh Senedd and be registered by Rent-Smart-Wales as HHT’s nominated representative.

- Stand in for the SHM as appropriate.

**Person Specification**

|  |  |  |
| --- | --- | --- |
|  | **ESSENTIAL** | **DESIRABLE** |
| Qualifications/Education |  |  |
| ECDL |  | x |
| CIH level 4 In Housing Management |  | x |
| **Knowledge, Skills & Experience** |  |  |
| Detailed knowledge and experience of working with the Veterans community |  | x |
| 2 years relevant experience in Housing Management |  | x |
| 2 Years relevant experience in Property Management |  | x |
| Effective communication skills across all mediums (written/social media/verbal etc) | x |  |
| Attention to detail whilst maintaining sight of the bigger picture | x |  |
| High level of competence when using the MS Office packages | x |  |
| Knowledge and experience of working with legal frameworks and legislation | x |  |
| **Personal Qualities** |  |  |
| The ability to think, work and communicate at an operational level | x |  |
| The ability to be a self-starter who can interpret strategic direction and deliver the operational output  |  | x |
| Has a deep sense of duty who is able to deliver sensible solutions to complicated issues over a wide range of stakeholders |  | x |
| To have empathy for the veterans group and understand the challenges many of them face | x |  |
| Self-motivated, unafraid to challenge and be challenged | x |  |
| Personal resilience to work effectively and stay calm under pressure | x |  |
| Ability to deal with confidential information whilst maintaining confidentiality | x |  |
| Flexibility to work beyond standard hours to meet the requirements of tenants/business | x |  |
| Ability to work collaboratively across a diverse range of organisations and individuals | x |  |
| Comply with responsibilities regarding safeguarding & training | x |  |