**RESPONSIBLE TO: Chief Executive**

**RESPONSIBLE FOR: All Staff in Housing Management Section**

**AUTHORITY:** Sign General Account cheques up to £3000;

See Item 5 Detailed Financial Procedures Policy.

**OVERALL AIM OF THE JOB**

To be responsible for maintaining a high quality, caring and effective system of housing management

To assist the Chief Executive formulate policy, strategy and planning.

To assist, in conjunction with other staff, in the implementation of the Association's programme of housing initiatives.

**MAIN ACTIVITIES OF THE JOB**

These fall into the following categories:- Allocations, Rental Management, Tenancy Management, Customer Involvement, Arrears Control, Housing Initiatives – Capital & Revenue-based, Corporate Administration and Association Management

# Allocations

* To ensure that systems of identifying and selecting tenants and sharing owners are implemented and maintained. These include:
* Ensuring that the Association’s allocation systems meet statutory requirements, Best Practice, the Association lettings criteria and Lettings Plan.
* Ensuring that the Association’s allocation reporting systems for both internal and external needs are comprehensive, concise, timely and indicative.
* Principal areas of activity include Direct Access, Nominations, Section Five referrals & other partnerships, Assessing Housing Need, Allocations, Process Administration, Low Cost Home Ownership (LCHO).

# Rental Management

* To ensure that systems of setting, applying and collecting rents and service charges are implemented and maintained. These include:
* Assisting the Chief Executive set rents annually.
* Ensuring that the Association’s rental systems meet statutory requirements, Best Practice, the Association’s rental policies and Business Plan.
* Ensuring that the Association’s reporting systems for rental management for both internal and external needs are comprehensive, concise, timely and indicative.
* Principal areas of activity include Rent setting, Service Charge setting in conjunction with other staff, Rent & Services Accounting, Relationships with Housing Benefit & Other Agencies, Fair Rent Review and LCHO.

# Tenancy Management

* To ensure that systems that contribute to sustaining tenancies and communities are implemented and maintained. These include:
* Ensuring that the Association’s systems for tenancy management meet statutory requirements, Best Practice and the Association policies.
* Ensuring that the Association’s tenancy management reporting systems for both internal and external needs are comprehensive, concise, timely and indicative.
* Working in partnership with other agencies to support the needs of the tenants.
* Principal areas of activity include Beginning Tenancies, Tenancy Agreements, Tenant Information, Tenant Records, Joint Tenancies & Relationship Breakdown, Assignation & Exchanges, Subletting & Unauthorised Occupation, Abandonment, Complaints Monitoring, Ending a Tenancy and LCHO.

# Customer Involvement

* + To ensure that systems that promote tenant and community involvement and empowerment are implemented and maintained. These include:
* Ensuring that the Association’s tenant and community involvement and empowerment systems meet statutory requirements, Best Practice, Best Value and the Association Tenant Involvement policies.
* Ensuring that the Association’s tenant and community involvement and empowerment reporting systems for both internal and external needs are comprehensive, concise, timely and indicative.
* Principal areas of activity include Tenant Satisfaction Surveys, Communication, Consultation, encouraging Resident Groups, tenant focus groups and encouraging Association Membership.
* Assist in the developing and implementing an annual equality action plan.

# Arrears Control

* + To ensure that systems that minimise rent arrears are implemented and maintained. These include:
* Ensuring that the Association’s rent arrears prevention & control systems meet statutory requirements, Best Practice, and the Association Rent Arrears policies.
* Ensuring that the Association’s rent arrears reporting systems for both internal and external needs are comprehensive, concise, timely and indicative.
* Principal areas of activity include Pre-tenancy Support, Post-tenancy visits, Housing Benefit/Welfare Advice, Liaison with Housing Benefit & Other Agencies, Arrears Interviews, Legal issues, Former Tenants and LCHO.
* Ensuring pre-action requirements are followed throughout the arrears process.

# Housing Initiatives – Capital & Revenue-based

* To assist the Chief Executive, in conjunction with the Head of Investment & Asset Management and the Head of Finance & Corporate Services, as appropriate, to implement Housing Initiatives both Capital & Revenue-based projects from initiation through to completion, including
* Wider role initiatives – liaising with statutory and community groups to develop projects that meet the needs of the local community. Project manage and retain financial control and oversight as well as carrying out reviews and evaluations of the projects on a regular basis.
* Negotiating management agreements with voluntary agents and to liaise with the Social Work Department, Health Board and other care agencies
* Instructing, liaising and supervising the work of the Association's consultants on specific projects
* Ensuring that the Association’s Housing Initiative reporting systems for both internal and external needs are comprehensive, concise, timely and indicative.
* Ensure all Housing Support Services fully meet the statutory and Care Inspectorate requirements.

# External Communication

* To ensure that systems for external communication are implemented and maintained. These include:
* The production and submission of statutory returns including the Annual Return on the Charter (ARC).
* Work with tenant focus groups to improve the service offered and delivered by the Association.
* The regular review of the tenancy agreement, handbook and user handbook
* The preparation of tenant newsletters, Annual Reports, official openings, press releases and publicity
* Representing the Association at local and national meetings of other housing bodies as appropriate and agreed with the Chief Executive.
* The named person for the Association in relation to management of Sex Offenders within the locally agreed procedures. Represent the Association at case conferences and strategy development on this issue.
* Involvement with local agencies in the strategic development of housing related issues.

# Corporate Administration

* Contributing to and implementing systems of corporate administration. These include:-
* To assist the Chief Executive formulate policy, strategy and planning in respect of property services issues.
* Ensuring that the Association’s corporate administration in respect of tenant management systems meet statutory requirements, Best Practice, Best Value, Association policies and Business Plan.
* Ensuring that the Association’s reporting systems for corporate administration in respect of housing services issues for both internal and external needs are comprehensive, concise, timely and indicative.
* To take part in meeting of the Officers Group as an equal member

# Association Management

* To assist the Chief Executive manage the Association on a day to day basis and formulate policy, strategy, planning and budgeting, including:
* Operational running of the Association,
* Taking part in meetings of the Management Team as an equal member.
* Strategic oversight and contributing to formulation of policy, including the Annual Business Plan for approval by the Committee of Management using appropriate management tools,
* Co-ordinating and monitoring the implementing of the policies and decisions of the Committee through Staff and to report as appropriate.
* Attendance at Committee meetings and dialogue with Committee Members, ensuring that the Committee is informed of the asset management implications of policy proposals and decisions.

# Staffing Matters

* To lead, build, develop and sustain the Housing Services Team, creating a meetings structure and reporting systems as necessary
* To carry out an annual Development Review in respect of all the Team
* Manage the absence and attendance of the Housing & Customer Services team in line with the Associations policy and procedures.
* Recruitment of staff - including interviewing.

**OTHER FEATURES OF THE JOB**

* To undertake duties in connection with Hjaltland Trading and also any duties that may be required as a result of the establishment of any additional subsidiaries
* To liaise closely with other members of staff
* To undertake relevant job-related training as required
* To update job procedure files as required
* To comply fully with the Association's Standing Orders and Procedures.
* To undertake other appropriate work, time allowing, as mutually agreed between the Chief Executive and the post-holder.
* Due to the wide spread of properties, extensive travel throughout the Islands may be necessary
* Attendance at evening meetings will be necessary, for which time off in lieu can be taken at the discretion of the Chief Executive.
* Normal hours of work are 35 hours per week, Monday to Friday inclusive.

**JOB LOCATION**

The Post-holder will be located in the Association's offices in Lerwick.

This job description will be reviewed at least once annually or otherwise at the request of the Post-holder or the Chief Executive.

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Review Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_