

Job Description



Job Title: Property Manager	Service Area: Temporary Accommodation and Supply Initiatives	
Directorate: Inclusive Economy and Housing	Post Number: 31334	Evaluation Number:
Indicative Grade: PO5	Date last updated: N/A	

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

SERVICE TRANSFORMATION

Create, develop and lead a new service to expand the Council's general fund portfolio through intelligent market engagement and working with partners. This will include a new managing a viability model to support each transaction and comply with the Council's governance requirements.

Overall Purpose of Job

To effectively manage a team of professional staff to provide a high quality customer focused tenancy management service to the Council's tenants, including tenants of any external provider of accommodation to whom the Council provide a tenancy management service and all internal and external partners or organisations working with the Council.

Job Context

1. The post holder is directly line managed by the Senior Manager Housing Needs (Housing Supply)
2. The post holder may have line management responsibility for up to 15 staff
3. The post holder will be responsible for budgets relevant to their service
4. The post holder has some specific Health and Safety responsibilities for staff and customers.
5. The post holder will ensure that high quality frontline services are delivered in order to achieve organisational objectives and targets

6. The post holder may be required to travel and work some evenings, weekends and occasional public holidays in order to meet service requirements

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. To manage and lead a team of up to 15 officers specialising in property management services
2. To provide expert advice and support relating to temporary accommodation ensuring the operation of the team is in line with council policy and legal responsibilities:
3. To ensure that all appropriate intervention and remedial action has taken place prior to the instigation of court action where breaches of tenancy occur.
4. To lead, inspire, motivate and enthuse all staff taking responsibility for planning, prioritising and co-ordinating their work ensuring that excellent customer services are provided.
5. To maintain an up to date knowledge of local and national policy, legislation and best practise affecting homelessness and temporary accommodation and its impact on the services delivered. To undertake training, as directed, in order to assist in achieving this and to cascade information down to colleagues
6. To carry out one to one supervision meetings and appraisals of team members, setting and monitoring targets and identifying training needs
7. To ensure accountability and robust performance management in respect of direct reports and throughout the wider team. To be responsible for the recruitment, management and development of staff and direct reports
8. To represent and promote the service at a range of levels including at meetings with councillors, residents, colleagues and external organisations
9. To represent the service at court hearings as required
10. To contribute towards running the service as a business, and adopting a commercial approach to protect assets and maximise income
11. To manage the risks within the service area
12. To have an in depth knowledge of the legal processes relating to the service and an ability to apply these correctly to benefit the service.

13. To ensure effective partnership working with council departments and small businesses, colleagues, police and other agencies.
14. To work collaboratively with council departments and both internal and external organisations to facilitate service improvements

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
KNOWLEDGE: An understanding of housing legislation relating to homelessness and temporary accommodation Thorough knowledge of court proceedings as they relate to tenants Knowledge of management concepts, practices and principles An understanding of the councils Council Services to Small Business programme and ability to adopt a commercial approach to service delivery	 Application Form, Interview Application Form, Interview Application Form, Interview Application Form, Interview
EXPERIENCE: A minimum of two years management experience in a housing related field	 Application Form/ Interview

<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Commitment to achieving equal opportunities in both employment and service delivery.</p> <p>Willingness to make well informed decisions.</p> <p>Commitment to delivering an effective, improving and high quality service.</p> <p>Understanding of different learning styles.</p> <p>Effective interpersonal skills with excellent communication ability.</p>	<p>Application Form, Interview</p> <p>Application Form, Interview</p> <p>Application Form, Interview</p> <p>Application Form, Interview</p> <p>Application Form, Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>Ability to travel and work outside standard times</p>	<p>Satisfactory clearance at conditional offer stage</p>