

## Job Description and Person Specification

<b>Job Title</b>	<b>Housing Patch Manager</b>
<b>Job Grade</b>	This post is graded at grade 6
<b>Reports to</b>	Area Housing Manager
<b>Direct Reports</b>	None
<b>Other Resources</b>	Mobile telephone  Laptop
<b>Role Purpose</b>	<p>To manage a local patch, providing advice and support to sustain tenancies and taking enforcement action when necessary. To have ownership for the overall standard and appearance of the estates, working in partnership with local residents and stakeholders.</p> <p>Out and about on our estates, it's an independent job where you manage your own priorities.</p> <p>It's a challenging role but the rewards in terms of fulfilment are high and you'll have the satisfaction of knowing that your contribution really matters as everyone needs somewhere safe, decent and affordable to live.</p>
<b>Key Accountabilities</b>	<ul style="list-style-type: none"> <li>• Ensure the housing and estate management services provided to tenants and leaseholders are of an excellent standard and conform to relevant statutory requirements and best practice.</li> <li>• Maximise tenancy sustainment by providing tenancy support to vulnerable tenants or those identified with a support need; including referral to specialist agencies where appropriate with an awareness of Safeguarding practices.</li> <li>• Ensure that complaints and incidents of anti-social behaviour, drugs, harassment, hate, domestic abuse and criminal activity are proactively investigated. Provide a victim centred service that delivers prevention, early intervention and swift enforcement.</li> <li>• Develop and deliver individual Patch Action Plans linked to Five Star Estate Quality Standards.</li> <li>• Provide housing advice and undertake home visits to tenants and leaseholders, including urgent visits as and when required.</li> <li>• Maintain a high profile and visible presence on the estates to offer reassurance and identify and resolve unreported issues.</li> <li>• Undertake assessment visits, including fire safety and health and safety assessments, in accordance with Policy and legal requirements.</li> <li>• To respond to and action requests for Tenancy Successions and alterations in accordance with Policy and legislation, whilst demonstrating empathy, sensitivity and diplomacy.</li> </ul>

	<ul style="list-style-type: none"> <li>• To proactively work with and support partners, elected members and stakeholders.</li> <li>• Maintain up to date Tenant and Leaseholder profile information in order to tailor service delivery to customer need.</li> <li>• Provide support and advice to tenants and leaseholders to enable them to become involved and influence decision making in relation to services provided.</li> <li>• Committed to delivering excellent services within an effective performance management and best value framework.</li> <li>• Monitor the delivery of Service Level Agreements for Public Realm and Garden Assistance Scheme and highlight and escalate issues of non-conformance.</li> <li>• To attend Court in order to give evidence as a witness or acting as instructing officer.</li> <li>• Participate in new initiatives as and when required that will lead to an improvement in performance.</li> <li>• Collate management information in a timely manner that allows performance to be monitored for all areas of the service.</li> <li>• Champion a continuous improvement culture and lead by example to provide colleagues and junior employees with an excellent role model.</li> <li>• To ensure that operational procedures are adhered to.</li> <li>• Provide on-going coaching, support and training to existing and new team members to improve team morale and to ensure that they are fully equipped to carry out their role and understand the standard of performance required from them.</li> <li>• Ensure that elected member enquiries are responded to within target timescales and maintain the case management system.</li> <li>• To develop and promote tenant involvement at a local level by supporting Tenant and Resident Groups, Block and Street Champions and Community Groups encouraging activity that makes a difference in the area.</li> <li>• To promote customer empowerment in all aspects of the housing management service and related services.</li> <li>• To promote community cohesion recognising that NCH serves customers and communities from a wide range of diverse backgrounds.</li> <li>• To deputise for the Area Housing Manager and represent the Company at meetings and forums as required.</li> <li>• Work with partner agencies to deliver effective Weeks of Action.</li> <li>• To ensure that legal, statutory and any other relevant provision governing or affecting the service area are strictly observed.</li> <li>• Other duties which are broadly consistent with the job description and level of the post.</li> </ul>
--	--

Created 26/04/2016 11 May 2018

Signed and agreed by the post holder..... date.....

**PERSON SPECIFICATION – Housing Patch Manager**

<b>Requirements</b>	<b>Essential – E /Desirable - D</b>
<b>Experience and knowledge</b>	
1a. Substantial experience of working in a housing environment and an ability to learn.	D
1b. Knowledge and understanding of the legal and statutory framework relating to housing services.	D
1d. Experience of working within a team and of proactively working towards joint targets.	E
<b>Skills &amp; Abilities</b>	
2c. Good interpersonal skills and a proven ability to communicate effectively at all levels in both individual and group situations.	E
2d. Ability to develop and present written or verbal information in a clear and concise manner.	E
Ability to remain calm under pressure and to maintain control of challenging situations.	E
2e. Able to demonstrate skills to improve services and performance for tenants and leaseholders.	E
2f. A proven ability to represent the service by developing and maintaining effective liaison and relationships with internal and external representatives and other bodies.	E
2g. Proficient in the use of all Microsoft applications (Word, Excel, PowerPoint) and be able to prepare comprehensive written reports, spreadsheets and presentations as required.	E
2h. Ability to make accurate and timely decisions whilst under pressure.	E
2i. Ability to work proactively with minimum supervision.	E
2k. Proven ability to work to a high level of accuracy.	E
2l. Ability to challenge discriminatory attitudes, statements and behaviour.	E
2M Ability and willingness to visit customers in their own home.	E
<b>Qualifications</b>	
3a. NVQ Level 2/3 in Housing Management or willing to work towards a qualification, or a part qualification of the Chartered Institute of Housing.	D
<b>Behaviours</b>	
4a. Demonstrated firm but fair supportive approach to managing, customer services and relationships, whilst maintaining a professional attitude.	E
4b. Must be flexible and be prepared to work outside normal office hours, on occasion, according to the needs of the service and willing to work at other office locations as required.	E
4c. Must demonstrate an awareness and understanding of equality issues and a commitment to the implementation of Nottingham City Homes' Equality and Diversity Policy.	E
4d. Self-motivated and resilient.	E
4e. Working effectively at an operational level.	E

4f. Customer focused on reaching resolutions to issues.	E
4g. Maintains professional boundaries.	E
4h. Sets high standards for quality of work and service and takes responsibility for own tasks.	E
4i. Ability to react and respond positively to change.	E

**Author**.....**Date**.....