

Job Title	Head of Housing and Facilities Management
Salary	£45,000-£50,000
Responsible to	Director of Operations

Job Summary

The Head of Housing & Facilities Management will be responsible for the day to day and strategic management of the properties within the supported living services, along with all other office properties and facilities management. This will include providing a front-line service to our Members, tenancy and leasehold management, property inspections, tenancy verification checks and general community management.

The focus of this role will be to ensure that the services are delivered to a high standard and meet the agreed performance targets, establishing and maintaining excellent relationships with internal and external stakeholders.

The post holder will be required to take responsibility for the delivery of property management services across the property portfolio, as well as contribute to the procurement process for existing and future growth opportunities across London and Manchester.



Key Tasks

- Managing operational performance, ensuring development of an effective service responsive to changing circumstances and demand.
- Building and maintaining a high profile for the organisation with key partners, both voluntary and statutory, through networking and regular liaison. Identifying ‘best practice’ and relevant legislation in the sector, and promoting an environment of continuous improvement within the service.
- Managing the in-house and outsourced operational technical and maintenance functions, ensuring the highest quality of service at all times.
- Procuring services for the management of buildings driving continual service level improvements through benchmarked robust, monitored and measured KPI’s and ensure relevant contract services are regularly market tested.

Operational Tasks

- Implementing policies and procedures to ensure effective service delivery.
- Ensure all accommodation is maintained to a high standard of repair and provides a safe and welcoming space for those who live and work there.
- To take responsibility for the general administration of the supported housing projects including property maintenance and health and safety checks.
- To have awareness of diversity and promote equality and people's rights in all aspects of service delivery.
- Delivering clearly defined outcome targets, ensuring quality assessments are consistently maintained to the highest level.
- Ensure that key performance indicators (e.g. voids, arrears and quality standards) are met.
- To ensure void procedures are followed in order to let empty rooms within target.
- Providing professional and comprehensive reports to senior managers as required.
- Taking responsibility for the monitoring and resolution of complaints where appropriate.
- Identifying and developing new business opportunities.
- Identify opportunities to expand and/or improve the service.
- Ensure that the division/department complies with Health and Safety legislation and other regulatory obligations, assessing risk and putting in place relevant control measures.
- Developing and maintaining risk management procedures and appraisal systems for all significant areas of risk and to make appropriate recommendations.
- To have an awareness of and be able to identify operational and contractual risks within the service and to work with colleagues to mitigate against significant risks.
- Undertake personal development and training as necessary to keep up to date with legal, political, financial and other developments in the fields of housing and customer service.
- Ensuring that appropriate recording and IT systems are in place.
- To consistently record and report information using a range of IT programmes.
- To provide, collate, and regularly communicate relevant data and information for monitoring and evaluation processes to management as/when requested.
- Understand, uphold and work with the values, ethos, aims and objectives.
- To maintain professional boundaries at all times.
- Work flexibly so as to maintain the most appropriate level of service provision, respond to organisational change and development - this may include evening and/or weekend work.
- To continuously review and improve performance; implement organisational decisions with energy and commitment.
- Undertake such other duties as reasonably requested by your manager.
- To act with integrity and readily share ideas and information with others.
- Assist with selection, management and administration of appropriate forms and documentation.
- Administration and oversight of project tender and contractor selection process.
- Report and make recommendations both orally and in writing about any aspect of the works including quality which do not conform to the plans, specifications or schedules of works.
- Continuously monitor work in accordance with Health & Safety Procedures.



Communications

- Developing and promoting the highest levels of consultation, communication and partnership in all aspects of service delivery.
- To attend management internal and external meetings as/when requested.
- Build productive relationships with people across and outside the organisation.
- To promote the service within the local community as well as to external bodies, stakeholders and potential funders.
- Request, collate and distribute all contractual documentation as required

People Management

- Conduct regular one to one supervision meetings, monitoring staff performance.
- To ensure that the staff team are managed and trained effectively.
- Ensuring staff are recruited who have relevant skills and knowledge.
- Ensuring staff are appropriately trained and supporting the staff team within formal management policies.
- Providing motivational leadership to the staff team, ensuring clarity of direction, effective communication and development of personal potential.
- Manage and motivate staff to provide high quality, customer-orientated services.
- Provide direction and support to a team setting improvement targets, reviewing work outputs and appraising individual performance.
- Ensure effective performance management of all direct reports, identifying individual and/or team training / development needs to meet service delivery requirements.
- To hold regular team meetings; encourage and support participation in decision-making.
- Coach individuals to give of their best; promote individual and team learning and personal development.
- To liaise on a regular basis with the Housing Board and produce reports for and attend Housing Board meetings

Financial Management

- Produce life cycle costings/major refurbishment programmes and budgets for to short term protection and long term.
- Establish and communicate project feasibility, timescale and budget information.
- Establish design brief / project specifications / scope of works.
- To assist with the delivery of projects with the framework of risk, sustainability and environmental considerations agreed at the business case/ project brief stage, while maintaining focus on time, cost and quality.



Key Values

In addition to undertaking the duties as outlined above, the post holder will be expected to adhere to the following:

Equality & Diversity

To act in accordance with the Organisations Equality & Diversity Policy, which is designed to prevent discrimination of any kind.

Health & Safety

Ensure that all duties are carried out in line with the Organisation's Health & Safety Policy.

Risk Management

Responsible for reporting complaints, incidents and near misses through the appropriate reporting procedures.

Responsibility for attending health & safety training as required.

Responsibility for assisting with risk assessments.

Note

This job description outlines the roles, duties and responsibilities of the post. It is not intended to detail all specific tasks. Langdon reserves the right to alter the content of this job description to reflect the changing needs of the organisation, but is a correct reflection of the main duties of the post at the time of writing.



Acceptance

I agree to undertake the duties of the job in accordance with the above.

SIGNED:

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[Post Holder]

NAME:

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[Print]

DATE:

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SIGNED:

.....

[Line Manager]

NAME:

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[Print]

DATE:

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This document is to be signed and returned to the HR Department on your appointment and/or at the review point for Langdon Job Descriptions. The signed copy will be retained on your Personnel File.



Head of Housing and Facilities Management Person Specification

	ESSENTIAL	DESIRABLE
Qualifications	Educated to degree level or equivalent, preferably in housing.	<ul style="list-style-type: none"> • A housing qualification. • Member of the institute of Housing.
Knowledge & Experience	<ul style="list-style-type: none"> • Sound knowledge of housing legislation and current practice. • Experience of collaborative/ joint working. • Involvement in devising, setting and implementing strategy. • Experience of taking issues through the corporate decision-making process. 	Experience of working with adults with learning disabilities.
Communication & People Skills	<ul style="list-style-type: none"> • Excellent customer care and communication skills. • Good interpersonal skills. • Excellent written skills and demonstrable experience of writing reports/project briefs. • Ability to delegate and empower staff to take responsibility for decisions. 	
Organisational Skills	<ul style="list-style-type: none"> • Ability to plan and prioritise a busy workload and work independently. • Ability to be able to prioritise activity to ensure effective management. • Ability to work across services and recognise conflicting priorities. 	



	ESSENTIAL	DESIRABLE
Specialist Skills	<ul style="list-style-type: none"> • Proven experience of managing budgets. • Good negotiation and influencing skills. • Ability to plan against the strategic and service objective. 	Awareness of / training in Legionella and Asbestos.
Other	<ul style="list-style-type: none"> • Candidates should indicate an acceptance of and commitment to the principles underlying Langdon's Equality & Diversity and Health & Safety Policies. • To be flexible in approach and to be able to respond in the event of emergencies as they impact across the organisation. • Be positive and enthusiastic with a 'can-do' approach and be proactive, with a willingness to get involved. • Willingness to travel across regions which could include overnight stays. • Car driver and driving licence. 	

