

# HAIG HOUSING TRUST JOB DESCRIPTION

**JOB TITLE:** Deputy Director of Operations

**REPORTS TO:** Chief Executive

**REPORTING TO JOB HOLDER:** Operations Manager x 1  
Housing Options Manager x 1  
Case Officer x 1

## PURPOSE OF JOB

1. To contribute to setting strategic options and the delivery of a wide range of housing assistance to the Service and ex- Service community in housing need in accordance with the objects of the Charity.
2. To be responsible for all acquisition and disposal of Trust property in pursuance of trust Strategy and objectives.
3. Manage all special purchase casework offering assistance to the wounded veteran community, overseeing all adaptations and support measures as a designated project lead officer.
4. To be responsible for maintaining the asset register of all properties and be responsible for all Land Registry activity on behalf of the Trust.
5. To travel throughout the UK in search of accommodation that fits the needs of the ex-Service community.
6. To supervise the Housing Application and Allocation process and be responsible for drafting the Trust Allocations Policy to be ratified by the Board of Trustees.

## PRINCIPAL ACCOUNTABILITIES

1. To manage and direct Haig Housing Trust's housing options and case work service, including the provision of a practical advisory service on housing matters to the Service and ex-Service community, liaising with relevant local authorities as required and ensuring that knowledge of their relevant policies, statutory entitlements to local authority housing and Local Allowance/Housing Benefit is up to date.
2. To be principal Trust liaison with MOD formations and units, in particular the Joint Service Housing Advice Office, Welfare services, Personnel Recovery Centres and Units. To present on Trust matters at Defence and single service transition events and courses, military open days etc.
3. To be conversant with MOD housing, resettlement and adaptation policies, liaising with MOD senior staff to advise on and influence policy.
4. To lead in allocating lettings, overseeing the Haig Housing Options Team and the efficient processing of applications for general and special needs housing; chairing regular allocations meetings.
5. To initiate suitable housing solutions, including finding housing for rent or purchase with or on behalf of injured and disabled Service and ex-Service personnel, seeking

prior authorisation for major expenditure from the CE and keeping the CE and Trustees informed of the progress of all major projects and purchases.

6. To be the Trust lead for the purchase and sale of all housing stock.
7. To research the provision of new general needs housing where a purchase need has been identified, making recommendations to the Chief Executive and Board of Trustees. To assist the Housing & Development Director with specialist advice of need and demographics.
8. To provide transitional housing solutions for single Service leavers within constraints of HHT housing stock. Trust lead on Veterans Pathway matters.
9. To routinely assess the viability of hard to let Haig Estate properties with a view to disposal, within constraints of endowments etc, making recommendations to the CE and Trustees, and executing disposal.
10. To initiate and amend Trust policies and procedures as required; author of Tenant Selection and Transfer policy and procedures.
11. To liaise with other Service charities, seeking funding towards the cost of purchases and adaptations. Manage all strategic relationships for special purchase options.
12. On behalf of the CE, to provide Trust liaison with members of the COBSEO Housing Cluster (CHC), encouraging inter-referral and best practice.
13. If required on rotation, to be Secretary to the CHC, arranging CHC meetings and producing Minutes; circulation of changes to housing legislation and encouragement of best practice. Author of and updating and dissemination of the CHC Housing Directory. Liaison with Cobseo secretariat over CHC matters as necessary.
14. Any other duties or special projects as directed by the Chief Executive.

## **PERSON SPECIFICATION**

### **KNOWLEDGE, SKILLS AND EXPERIENCE**

1. Self-starter, with an eye for detail and an ability to communicate both verbally and in writing with people, particularly military and Veterans but including civilians at all levels and from a range of backgrounds and sometimes in distressing circumstances. Tactful and empathetic, friendly but firm.
2. Experience of Service life is essential (commissioned service preferred).
3. A knowledge of Service welfare systems and the administration of Service Personnel and their families desirable.
4. Knowledge of the general housing market and UK framework for purchase and sale of residential properties..
5. Experience of managing, developing and motivating a team
6. Confident effective presentation skills, including the use of Microsoft PowerPoint and Microsoft Office suite.
7. Current clean driving licence.