**INDEPENDENT LIVING MANAGER**

**Role Profile and Person Specification**

|  |  |
| --- | --- |
| **Role:** | **Independent Living Manager** |
| **Responsible to:** | **Head of Community Support** |
| **Hours of work:** | **37.5** |
| **Location category:** | **RAFAHL - Storrington** |
| **Driver Status:** | **Permitted Driver** |

**Main purpose of the role**

RAFA Housing Association Limited is a registered provider of social housing, regulated by the Regulator of Social Housing. Providing independent living for people who have served in the RAF, and their spouses, aged over 60, you will work closely with the Head of Community Support to provide high-quality, personalised housing management service to tenants. You will oversee the provision of an effective, and value for money, repairs and maintenance service responsive to the needs of tenants and ensure we comply with our housing policies and legislative requirements.

**Primary responsibilities**

* To have overall responsibility for ensuring the delivery of housing services including Income Management, Anti-Social Behaviour, Tenancy and Estate Management, Allocations and Voids and Resident Involvement .
* To lead the Associations planned and day to day repair service and ensure that maintenance contractors and contracts are in place.
* To support tenants to promote independent living including: social, financial and digital independence.
* Monitor and review housing services to ensure they remain effective and responsive whilst meeting the demands and aspirations of tenants and services, deliver value for money and are compliant with policy & procedure, best practice, regulatory and statutory requirements.
* Investigate and respond to customer feedback, including complaints.
* Establish annual targets and objectives linked to corporate objectives, monitor performance and formulate and implement solutions to address poor performance; producing performance reports and action plans to address any issues.
* Ensure that all budgeting and financial requirements are met and best value is delivered for the Association at all times.
* Contribute towards the development and review of housing initiatives and policies.
* Act as an effective client for all tenants and ensure the interests of tenants are represented and their opportunities for involvement in the design of services are maximized.

**This role profile is intended to represent the core criteria of the role rather than providing an extensive list of tasks. In addition to the responsibilities listed above, all employees are required to observe the Association’s commitment to Health and Safety and Safeguarding as outlined in the Employees’ Health & Safety & Safeguarding Commitment.**

**Independent Living Manager**

**Person Specification**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Education/**  **Qualifications** | * Three years’ experience in a housing management role or similar in a social housing setting. | * A housing related qualification |
| **Knowledge and Experience** | * Detailed knowledge of housing management functions within a social housing environment including relevant national policies and their application in practice. * Management experience of overseeing the delivery of frontline maintenance services and planned programmes of work. * Good Knowledge of the regulatory requirements for social landlords set by the Regulator of Social Housing * Experience of resident involvement and community development. * Competent using Microsoft Excel and Outlook | * Knowledge of housing legislation and health and safety compliance issues in relation to property service functions of a housing provider. * Experience of working for a Housing Association or other social housing provider |
| **Communication and Relationships** | * Excellent communication and interpersonal skills with the ability to build effective working relationships with housing tenants and across the organisation * Able to communicate sensitively. * Able to communicate effectively using an excellent standard of accuracy, fluency, grammar and expression (written and verbal). * Able to use own initiative to identify tasks requiring attention. * Excellent negotiation skills (diplomatic, persuasive, assertive, flexible). | * Ability to facilitate meetings with tenants as part of consultation and involvement activities. |
| **Decision Making and Problem Solving** | * Ability to produce concise and complex reports * Experience of working to defined standard and procedures. | * Evidence of contributing to process improvement activities. |
| **Information** | * Able to work accurately with good attention to detail. * Able to respect confidentiality. * Demonstrable experience of managing budgets and projects within financial constraints. | * Knowledge of rent setting and arrears management |
| **Physical/**  **Mental Effort** | * Enthusiastic and confident with a positive attitude and professional approach. |  |
| **Working Conditions** | * Required to occasionally additional hours for which time of in lieu will be granted. |  |