

# HAIG HOUSING TRUST

## JOB DESCRIPTION

**Job title:** Housing Manager  
**Reports to:** Housing Director  
**Line Management:** None

### Job summary

Lead on behalf of the Trust in the management and sustainability of tenancies and estates and work in partnership with the team in delivering a quality service.  
 Interview all potential tenants and assess the suitability and risk factors relating to potential tenants, and assess applications for transfer, assignments and succession  
 Monitor and apply Housing legislation to all of HHT's processes in managing tenancies.  
 Inspect estates to ensure effective delivery of services and identify and report management issues including neighbour disputes, anti-social behaviour, car parking, and refuse disposal.  
 Undertake visits to tenants to ensure that their needs are identified, and that support and advice is provided to vulnerable tenants to ensure the Trust's objectives of providing a caring service is met.  
 Appoint and manage performance of Marketing Agents, Management Agents and Volunteer Estate Monitors.  
 Conduct Pre and Post inspections to ensure quality of work in accordance with HHT policy and take appropriate action when under performance is identified.  
 Represent Haig at meetings with veteran charities, local authorities and other statutory bodies to enhance the reputation of Haig and to assist veterans in the sustainment of their tenancies.  
 Initiate legal action including possession procedures, and represent Haig in any subsequent court hearings

### Person Specification

|  | ESSENTIAL | DESIRABLE |
|--|-----------|-----------|
| <b>Qualifications/Education</b>  |           |           |
| First degree or Institute of Housing Qualification.  |           | x         |
| A good working knowledge of the MS Office suite and experience of using Housing Management integrated computer system.   | x         |           |
| <b>Knowledge, Skills &amp; Experience</b>  |           |           |
| Five years recent experience of housing management with a sound & current knowledge of Landlord and Tenant Housing Legislation and regulation  | x         |           |
| A basic understanding of building construction including experience of diagnosing & ordering day-to-day repairs & identifying maintenance issues   | x         |           |
| A good knowledge and experience of the range of mechanisms available to prevent the escalation of ASB and neighbour disputes.  | x         |           |
| A proven record of accomplishment in building relationships with statutory bodies, and charities; excellent communication skills across all mediums  | x         |           |
| A good understanding of the needs of the veterans' community and the additional ability to recognise contributing factors of vulnerability.  |           | x         |
| A high level of understanding of financial inclusion, including budget & support opportunities available to veterans to enabled sustainability of the tenancy  |           | x         |
| Proven ability to analyse/determine the suitability of applicants for tenancies.   | x         |           |
| <b>Personal Qualities</b>  |           |           |
| A self-starter who can interpret strategic direction and deliver operational output  | x         |           |
| Ability to self-manage & work remotely, with the flexibility to work beyond standard hours to meet the requirements of tenants   | x         |           |
| A deep sense of duty and able to deliver sensible solutions to complicated issues with a wide range of stakeholders  | x         |           |
| The ability to influence individuals and groups and to work collaboratively across a diverse range of organisations and individuals to build relationships, trust & credibility with diverse audiences | x         |           |
| Self-motivated, unafraid to challenge and be challenged  | x         |           |
| A problem solver; clear evidence of a proactive, collaborative & agile mindset   | x         |           |
| Clear identification with charitable purpose and tireless working for beneficiaries  |           | x         |
| Ability to communicate and empathise with individuals and from all backgrounds, in a sensible and professional way, with the ability to placate and gain their trust and stay calm under pressure.     | x         |           |
| Ability to deal with confidential information whilst maintaining confidentiality   | x         |           |
| Comply with safeguarding responsibilities  | x         |           |
| Current and valid driving licence and car user   | x         |           |