


GLPC Job Description

	Job Title	Housing Companies and Travellers Manager
	Directorate	Resident and Housing Services
	Department	Housing and Neighbourhoods
	Grade	PO6
	Reports to	Specialist Accommodation Service Manager
	Staffing Responsibility	1 x Travellers Liaison Officer 3 x Housing Companies Tenant Services Managers

Job Purpose:

- To develop and manage a team of front line staff to deliver high quality, resident centric, efficient and compliant end to end let to relet tenancy and license management for Brent Council owned Travellers site(s) and stock owned by the wholly Brent Council owned Housing Companies.
- To ensure that tenancies and licenses are managed and enforced consistently and in line with agreements and appropriate legislation, with a particular focus on Building and Fire Safety, Awaabs Law, and the Social Housing Regulations.
- To support the Specialist Accommodation Service Manager and Head of Housing and Neighbourhoods in driving forward improvements, to realise the vision of a being a joined up, cohesive and resident focused landlord, renowned for excellent customer service.

Principal Accountabilities and Responsibilities:

1. Make a positive contribution to the delivery of the service, this will include working flexibly and positively to achieve the objectives of the Council.
2. Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capability.
3. Manage a customer focused service and the effective use of resources.
4. Ensure that the Council's overall vision, values and ethos are central to the requirements of the service.
5. Support effective working relationships and act as an ambassador and advocate with external organisations.
6. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.

7. Manage and lead a team of officers to achieve high performance and effective operational delivery, including induction, training, developing and improving staff capability and performance management.
8. To ensure that Housing Companies tenants are provided with excellent let to relet services, providing expertise in any issue related to tenancy management, with an open positive attitude to problems, continually delivering against KPIs.
9. To have oversight of all casework, through monthly case load reviews with Housing Companies Tenant Services Managers, guiding and supporting them to handle cases with autonomy and confidence.
10. Manage the risk of tenancies not being sustained, by ensuring Housing Companies Tenant Services Managers are visible on estates, in the community, knowing who their tenants are and how to develop strong relationships between themselves, enabling early intervention.
11. Manage and respond to complaints relating to the team (in line with Ombudsman guidelines), using these to inform performance issues, gaps in the service and make concerted, evidence-based improvements.
12. Recruit a team to be proud of, who display compassionate behaviours, with a strong work ethic and curiosity, who will deliver excellent services always putting the resident at the heart of their decisions and being an advocate.
13. Ensure risks are mitigated by escalating issues in a clear, meaningful way with a solution focused attitude, minimising email traffic and keeping the right people informed at the right time.
14. Arrange and chair professionals' meetings as needed, ensuring the Housing Management Service are represented and other services are held to account in managing issues such as hoarding, ASB, Cuckooing, and mental health where it impacts well-being, the community or the sustainment of the tenancy.
15. Manage a duty rota and manage the service as a duty manager, taking responsibility for coordinating the response to any emergencies and deputising for the Specialist Accommodation Service Manager as necessary.
16. Maximise income at every opportunity, ensuring all staff are fully trained and know the impact of their roles on the Councils budget, have ownership and sight of budgets, spend and waste.
17. Work collaboratively with Property and Estate Services as one landlord, putting the residents first and driving staff to be empathetic, accountable and see things through, never putting up with stigma or poor attitude, keeping signposting and hand offs to a minimum.
18. Ensure that any litigation/potential litigation against Brent Council is escalated appropriately.
19. Work to ensure Tenant Satisfaction continually rises and Tenancy Managers promote and are committed to a resident centric, resolutions focused culture and way of working,

while embracing, promoting and enforcing Brent Councils customer promise and a culture of professionalism and accountability.

20. To lead the council's services and engagement for Gypsies and Travellers.
21. To lead on the councils responses to unauthorised encampments on Housing land.
22. To be responsible for all health and safety legislation and recommendations so that sites are safe for residents and do not pose reputational or other risks to the council.
23. To develop effective methods of engagement and consultation with residents, London Gypsies and Travellers organisation and other parties, and to take responsibility for regular assessments of satisfaction within the service.
24. To be the expert on advice or training to LBB employees, agents and contractors on cultural competency and working with Travellers/on Traveller sites.
25. To have detailed knowledge of ongoing legislative requirements, emerging issues/trends and current best practices for Travellers.
26. Continually review systems used within HMS to ensure processes are up to date and there is proper usage of CRM as well as user satisfaction - being responsible for the quality of data staff are inputting, including prioritising comprehensive note taking.
27. Ensure direct reports are trained in Domestic Abuse (DA) and a Trauma Informed Approach, managing DA cases in line with Domestic Abuse Housing Alliance guidelines.
28. Embrace data and drive forward improvements through use of reporting, data management and digital inclusion.
29. To work flexibly, including occasional weekend and evening working.
30. Safeguarding is everyone's responsibility, and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
31. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.
32. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.
33. Undertake any other duties commensurate with the general level of responsibility of this post.

DBS Status	Full DBS check required
Politically Restricted	No

Person Specification

	To be identified by: <i>Application Form(A)</i> <i>Test/assessment (T)</i> <i>Interview (I)</i>
Qualifications and Professional Membership requirements: The Social Housing (Regulation) Act 2023 has gained Royal Assent. Postholders will be expected to enrol with the Chartered Institute of Housing and will be required to gain a qualification at Level 4 or above in line with future requirements of this new legislation.	A/I

Knowledge (please specify all essential criteria): 1. Evidence of relevant Continuing Professional Development (CPD). 2. Detailed knowledge of Housing Management law, in particular the Landlord and Tenant Act 1985 with a focus on possession proceedings for rent arrears, anti-social behaviour, succession and discretionary tenancies. 3. Strong knowledge and understanding of the new regulatory requirements for the sector, the reasons behind them and the importance of delivering on time and creating a culture shift. 4. Detailed understanding of the regulatory requirements for social housing landlords and how to embed these into day-to-day practice as a housing professional. 5. Strong knowledge of the Council and its functions, welfare and benefits laws, where and when to go for appropriate support and direction relating to debt management, anti-social behaviour, legal expertise and benefits inclusive of Universal Credit. 6. A thorough understanding and personal commitment to achieving equality and diversity both within the service and for residents; understanding the stigma associated to social tenants and commitment to never perpetuating it and always tackling it. 7. Good knowledge of standard IT software including Microsoft Office and Teams.	A A I A/I A/I A, I A, I
---	---

Experience (please specify all essential criteria):	
8. Experience of working within a housing or Travellers Site management environment.	A, I
9. Experience of delivering high quality customer focused services and service improvements with a commercial mindset.	A, I
10. Experience of managing staff including planning, organising and coordination of teamwork.	A, I
11. A record of achievement demonstrating a strong work ethic, handling complex situations and personalities, bringing the best out of people.	A/I
12. Experience of working on complex casework, dealing effectively with enquiries, referral or complaints, using discretion or judgement.	A/I
13. Experience of working in partnership with a range of different stakeholders, e.g., Councillors, residents, contractors and partners to deliver successful outcomes and manage expectations.	A
14. Experience of working successfully in a fast-paced changing environment with an ability to direct work flows and priorities and help others focus on what is important.	A

Skills and abilities (please specify all essential criteria):	
15. Ability to provide clear, confident and effective leadership to a team in a highly pressurised environment, motivating others to maximise their performance and delegating effectively where appropriate.	A/I
16. Ability to coach and lead through integrity, honesty and trustworthiness.	A/I
17. Ability to performance manage, coach, motivate and develop staff through thorough detailed work and oversight, with an analytical mind.	A/I
18. Ability to manage staff resources and workloads to consistently meet KPIs and deadlines.	A/I
19. Good communication skills, both oral and written, with the ability to communicate effectively and professionally with a wide range of stakeholders, both internally and externally, including presenting cases at Court.	A/I
20. Ability to produce and analyse performance reports and manage data cleansing to ensure accuracy.	A/I
21. Ability to investigate objectively and fairly, write excellent clear letters that communicate effectively and professionally.	A, I

22. Able to take ownership regardless of fault or blame to get a resolution that works for the resident and ensure your team and the wider service learn from the issue.	A, I
23. Ability to work across departments and achieve desired outcomes while building relationships, acknowledging and managing competing priorities and limited funding / resources.	A, I
24. Ability to generate a positive, can-do culture where staff operate professionally as one landlord, have clear pathways of escalations or complaint, and do not foster a blame culture, but operate as the face of the landlord.	A, I
25. Good organisational skills with the ability to work systematically with a calm approach, working on own initiative consistently meeting deadlines.	A, I
26. Ability to create an effective balance between tenancy sustainment and enforcement with staff – promote through effective decision making based on evidence and holistic context an aim to help keep people in their homes but not at the cost of others safety.	A, I
27. A customer focused individual with a personal commitment to service improvement, equality, diversity and inclusion.	A, I
28. Ability to work flexibly, which may include working out of hours including evenings and weekends.	A, I
29. Good IT skills with the ability to use standard IT software including Microsoft Office and Team and the ability to use other software relevant to the job role.	A, I

<p>List desirable criteria:</p> <p>Experience of applying the Housing Health and Safety Rating System.</p> <p>Good understanding of property maintenance, repairs, and disrepair matters.</p> <p>Experience of presenting cases at County Court.</p> <p>Driver's Licence.</p>	
--	--