



shaped around you

Job Description

Job Title:	Area Manager
Reporting To:	Director of Housing
Responsible For:	Development Managers
Based:	Alpha Head Office, Wirral/Hybrid
Salary:	£38,138.00
Hours:	35 hours a week

Purpose

Overseeing the provision of a high quality, customer focused intensive housing management service. Striving for continuous improvement in service delivery. Responsibility for tenancy management, arrears management, void control, enforcing tenancy conditions, dealing with anti-social behaviour, performance reporting, carrying out Development and Health and Safety inspections and risk assessments, and encouraging tenant participation.

Working closely with the Director of Housing, Customer Experience Team, Asset Management and Finance to ensure an effective service is provided. Managing support services, ensuring contract compliance with local authority support contracts where applicable. Ensuring annual targets and KPIs are met for all areas of responsibility.

Investigating and addressing complaints relating to the service, proposing improvements to service delivery and sharing learning.

Activities and Responsibilities

- Recruit, manage and motivate employees within the team, ensuring that they are trained in the performance of their duties and appraised of their performance; organise, supervise and monitor their performance, thereby ensuring the provision of efficient, effective and high quality services.
- Conduct regular 1-1s and appraisals with the team to ensure staff are aware of their objectives and targets and that their performance against these targets is managed and action is taken where targets and objectives are not met.
- Ensuring that cover is always provided at our developments and ensure regular monitoring of services to ensure consistency across all locations.

- Ensure void works are completed to a high standard and within agreed timescales, and void turnaround targets met. Attend court for tenancy breaches, as required. Provide quarterly KPI workbook information to SP teams (as required)
- Assist the Director of Housing with the process of resident consultation to ensure satisfaction levels are maximised when undertaking all cyclical, planned and improvement works to Developments.
- Develop and maintain relationships with voluntary and statutory agencies who work with older people, including local authorities, Adult Social Services team's and other 3rd sector organisations.
- Maintain and develop good relationships within Alpha Living to ensure the provision of a customer focused service.
- Regular monitoring of rent accounts and ensuring appropriate action on credits and arrears is taken in line with policy and procedure, including former tenants' arrears.
- Maximising income from rent and service charge collection and void turnaround in partnership with development managers
- To work with the Director of Housing to support the delivery of a range of social, recreational and educational activities to promote independence, learning and social interaction and ensure Development Managers take an active role in promoting and delivering resident involvement.
- Proactively participate in staff engagement activities e.g. roadshows, staff conferences, café consultations/people engagement group sessions and managers' events.
- Embrace, champion, role-model and uphold the culture, values and behaviours that drive the achievement of Alpha Living's ambitions and goals.
- Responsibility for contract management and budgets for developments within your area that can be managed locally rather than centrally, i.e. gardening, cleaning etc.
- Creating, maintaining and updating housing documentation for use within Developments, ensuring compliance with current legislation.
- Responsible for updating and maintaining social media platforms to showcase Alpha Living, advertise properties and answer queries generated from social media posts.

This job description is not intended to be an exhaustive list but to indicate the main responsibilities of the post. The post holder is expected to carry out other

duties from time to time, which are broadly consistent with those described above and / or in line with legislative changes. It will be reviewed periodically to take into account changes and developments in service delivery. Any Changes will be discussed fully with the job holder.

Our Values

Our recruitment process takes account of our values. We are a kind and thoughtful organisation which aims to help older people live independently for longer. Your application should demonstrate your commitment to these values.

Our organisational values are: -

Bold & Brave

We create a space for belonging and inspire our residents, colleagues and customers to be the best possible version of themselves, to make bold choices, grow, learn and excel.

Compassionate

We put the person at the heart of everything we do and celebrate the diversity of our residents, colleagues and customers. We don't just say we care; our actions show we care.

Honest

We are open and honest; we value and respect each other's opinions and thoughts. We are inclusive in our interactions and encourage others to be the same.

Positive

We are inclusive in our approach, we are resilient and focused on delivering the best possible outcomes for our residents, colleagues and customers.

Person specification

Role: Area Manager

	Essential	Desirable	Method of Assessment (see list below)
Education and Qualifications			
A housing qualification OR		X	AF
Considerable social housing experience	X		AF
Evidence of Continuous Professional Development	X		AF, I
Experience			
Experience of working in a housing, construction, or property management environment	X		AF, I
Knowledge of housing legislation and practice across different tenures	X		AF, I
Demonstrable leadership skills, with experience of leading a dispersed team	X		AF, I
Experience of collecting, maintaining, auditing and reporting information for compliance areas	X		AF, I
Experience of working in the field of Independent Living/Sheltered Housing		X	AF, I
Proven experience of delivering excellent customer service	X		AF, I
Skills, knowledge and ability			
Ability to problem solve and act as an advocate for customers	X		AF, I

Ability to plan ahead, plan resources, organise & prioritise work under pressure	X		AF, I
Ability to manage working relationships at multiple levels	X		AF, I
Able to communicate complex or sensitive issues to a wide range of customers in a clear and concise manner	X		AF, I
Proven ability to work independently and use own initiative in challenging situations	X		AF, I
IT literate	X		AF, T
Personal characteristics			
Ability to take responsibility of own training & self-development	X		AF, I
Willingness and proven ability to work flexibly and adapt to the service, giving consideration to the needs of vulnerable customers	X		AF, I
Committed to equality and diversity	X		AF, I
Other			
Must hold a full UK driving License and have access to own car	X		AF
Satisfactory DBS check	X		AF

AF = Application form

I = Interview

T = Testing