

**Role: Housing & Services Manager (HSM) CESSAC & CESSA Housing Association (CESSA HA)**

**Based at: Head Office, Portsmouth (but regular travel/occasional overnight absence)**

**Accountable: To the Director of Housing (DoH) CESSAC & CESSA HA**

**Supervising: The Maintainers (2 between 6 schemes) & external Day-to-Day Contractors (several across 2 non-local schemes)**

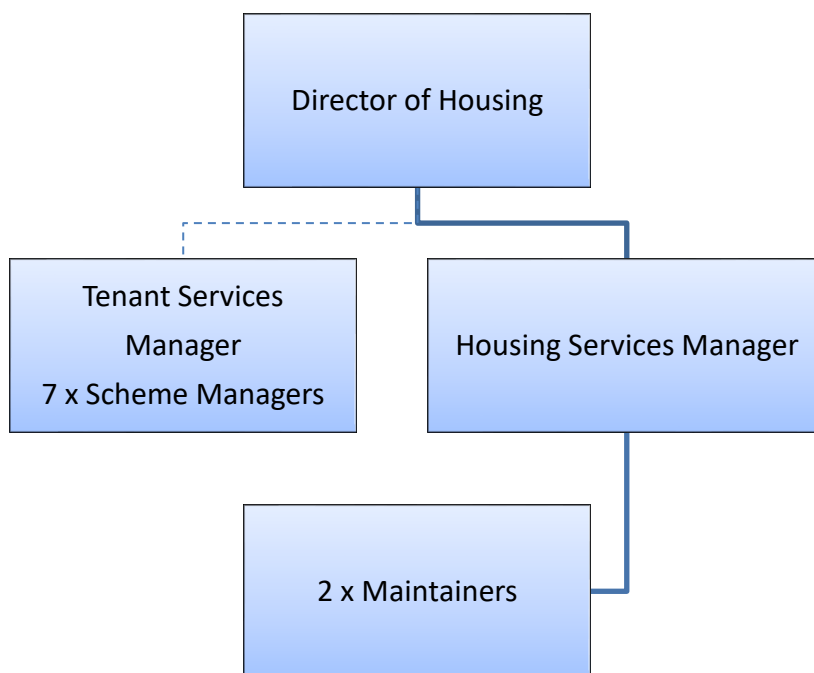
### **JOB DESCRIPTION**

#### **Preamble**

CESSAC & CESSA HA have the same roots, but are financially separate with different accountabilities and regulators. They share some staff, facilities and governance arrangements to benefit from economies of scale and hence facilitate their charitable outputs. Their accounts are kept scrupulously separate, as are those of Greenwich Hospital Sheltered Housing (GHS), which is managed as a third element. The post holder has some responsibilities for all three organisations, principally for all the Sheltered Housing. Whereas CESSA HA is a Registered Provider of (Social) sheltered housing, GHS is wholly owned by its parent charity but is generally managed *as if* it were registered also.

#### **Purpose of the HSM Post**

To manage the day-to-day service delivery of an efficient and effective H&S, Repairs, Allocations & Voids service for the three organisations, to ensure that our commitment to tenants is delivered as efficiently as possible and to Regulatory standards. This will include the line management of the Maintainers and day-to-day external contractors and support of Organisational Health & Safety through the management of a routine Health & Safety regime.



## **Accountability & Reporting**

1. The HSM is accountable to the DoH.
2. The HSM works closely with the Tenant & Services Manager (T&SM) and the Scheme Manager of each of the sheltered schemes.
3. The HSM reports through the DoH to the Housing Committee (which normally meets 2 times a year).
4. The HSM may exceptionally be required to report to CESSAC Council and/or CESSA HA Committee of Management and/or to General Meetings.

## **Authority**

1. The HSM is line manager/1<sup>st</sup> Reporting Officer for the Maintainers (currently 2).
2. The HSM is the 1<sup>st</sup> Reporting Officer for external day-to-day maintenance contractors.
3. HSM's contractual and other authority (e.g. recruitment) is set out in the relevant Policies (as amended from time to time).

## **Principle Tasks**

### **1. Repairs & Maintenance and Voids**

- a. Monitoring the reporting of all Defects and works orders on the Housing Management System to ensure that they have been actioned without undue delay and in accordance with the time frames stated.
- b. Monitoring and arrangement of all day-to-day maintenance on building systems such as boilers, water tanks and smoke vents to ensure effective and efficient performance.
- c. Ensuring that all relevant tasks detailed in the Annual Maintenance Programme (AMP) are carried out to a high standard of workmanship.
- d. Liaising as required with all relevant external day-to-day contractors.
- e. Engaging and liaising with tenants wherever necessary regarding repairs and maintenance; putting residents at the centre of decisions made so as to improve customer involvement.
- f. In association with the T&SM, responding to service request and complaint concerns raised in relation to matters involving Repairs & Maintenance and property-related Housing Management functions.
- g. In liaison with the DoH and the Maintainers, supervise the external and internal redecoration programme, overseeing the work of any contract painters coordinating with the T&SM and Scheme Managers to ensure tenant engagement.
- h. Authorising and monitoring the purchase of materials, domestic machinery and equipment as required.
- i. Managing and monitoring the Voids turnaround process, ensuring that void refurbishment work undertaken is of a high standard and compiling reports on Voids and Major Works periods as necessary.
- j. Ensuring that all relevant agencies (e.g. Local Authorities Housing Benefit Departments) are notified as soon as it is evident that a property is being vacated.
- k. In liaison with the T&SM, Scheme Managers and Maintainers, reletting empty properties at the earliest possible opportunity; coordinating Tenancy Start Dates to minimise loss of rent.

### **2. Health & Safety Compliance**

- a. Ensuring, in liaison with the DoH, that the Association and GSHS comply with all relevant Health & Safety legislation.

- b. Managing day-to-day Health & Safety operations in line with relevant policies and procedures as directed. Highlighting and acting on any omissions.
- c. Monitoring and maintaining, in association with the DoH, all property information on the Housing Management System to ensure that it is kept updated at all times.
- c. Oversight of, arranging and monitoring of routine Health & Safety testing (e.g. fire alarm, Legionella, lift servicing and insurance, EPC and electrical PAT tests and 5-year structural and electrical surveys).
- d. Ensuring, with the DoH, that all Health & Safety Compliance data is kept updated on the Housing Management System, with relevant Compliance Reports being run as required.
- e. Meeting regularly, as required, with tenants at each scheme to highlight Health & Safety requirements and hold scheme evacuation drills.
- f. In liaison with the DOH contribute to the review and updating of Health & Safety policies, ensuring that they are disseminated to staff as required.

### **3. Housing Services Management and Allocations**

- a. Assisting the T&SM to work directly with all Scheme Managers to ensure the maintenance of service standards in accordance with the Accreditation provider (currently erosh).
- b. Assisting the T&SM to ensure the successful delivery of the annual review and triennial quality accreditation assessment.
- c. Alongside the T&SM, ensuring that tenant personal and occupancy records are kept updated on the Housing Management Systems at all times.
- d. Maintaining a list of all current and eligible applicants.
- e. Processing, monitoring and maintaining all applications for accommodation, ensuring that all Allocations data is properly recorded and kept updated on the Housing Management System.
- f. Selecting and contacting applicants for vacant, or soon to be vacant, properties based on Housing need.
- g. Carrying out interviews of prospective tenants with relevant Scheme Managers when flats become void, ensuring that all required documentation (e.g. Allocation Risk Assessment) is completed as necessary.
- h. Preparing Interview Reports for presentation to the DoH.
- i. Signing up new tenants and prepare tenancy packs for successful applicants.

### **4. General**

- a. Assisting the DoH with ensuring that the organisation complies with all relevant legislation and reporting requirements by keeping up-to-date with Housing Best Practice and changes in legislation.
- b. Supporting the organisation with ensuring that the requirements of the General Data Protection Act are observed at all times.
- c. Providing an effective line management function to the two Maintainers, including: HR & Performance Management (with the support of the DoH, holding regular team and 121 meetings, and annual appraisals. The recording and monitoring of out of hours working and signing off of call out payment requests.
- d. Ensuring that all set Key Performance Indicators are met including; arrears, voids, void turnaround times and repair performance.
- e. Compiling Day-to-Day H&S, maintenance, Allocations and Voids-related analysis reports as required. Providing the same for Regulatory reporting purposes as necessary.
- f. Monitoring scheme garden maintenance services and contracts.

- g. Authorising for payment invoices received relating to repairs and maintenance, ensuring that they reflect the work carried out and quotes received.
- h. Alongside the T&SM and the DoH, monitoring and liaising with the organisations Careline provider to ensure smooth and efficient service delivery.
- i. Attending mandatory staff training, and/or taking advantage of personal training opportunities as available.
- j. With the T&SM jointly monitoring the organisation's central training records, procuring general mandatory training courses as required.
- k. Attending and supporting senior staff at the Housing Committee. Assisting with the preparation of Committee papers and reports to meet agreed submission deadlines.
- l. Conforming to agreed Financial Controls as amended from time to time, including for use of a bank business charge card.
- m. Approving minor scheme expenditure in consultation with the DoH.
- n. Supporting the DoH with the Annual Rent and Service Charge preparation.
- o. Implementing the Organisation's Disaster Recovery Plan when required.

### **Secondary Tasks**

1. To jointly with T&SM provide cover and act on behalf of the DoH, wherever the need arises, i.e. during *their* leave or when out of the office on business.
2. The DoH, or in their absence the CEO, may allocate other reasonable duties from time to time as required.

*This is written - and is to be read - in the broader context of other formal instructions and guidance issued from time to time by or on behalf of the Council of CESSAC and the Committee of Management (COM) of CESSA HA. All employees are expected to be flexible in their working routines with a collective aim of providing an efficient service throughout the activities of CESSAC and CESSA HA.*