GreenSquareAccord Job Description

Job Title	Assistant House manager	**Location**	Fernleigh
Directorate	Homes and Communities		
Department	Extra care housing services	**Date updated**	07.08.2024
Job Family	Professional	**Grade**	**3**

Organisational Structure

- Reports to: Lead extra care manager.
- Direct reports: none
- Report to other house managers when required.

Role Purpose

- To provide an excellent service to all GreenSquareAccord customers.
- To ensure the delivery of high-quality holistic housing services across GreenSquareAccord extra care accommodation.
- To work with housing, maintenance and other GreenSquareAccord staff, as well as external care providers to help residents achieve an independent and positive life and to enhance the environment and communities within schemes.
- To assist in the overall management of the services within GreenSquareAccord extra care housing.

Key Accountabilities

Service Delivery

- To assist in the buildings and service standards including Health and Safety, Fire Risk Assessments, alarm testing, setting up emergency evacuation plans, cleaning, decoration and repair, and gardens and grounds maintenance.
- To work with a focus on resident wellbeing and welfare; making referrals (Safeguarding, Care, Support or Tenancy Sustainment) as necessary.
- To conduct tenancy sign ups and to ensure excellent first and lasting impressions of a quality service.
- To manage the allocations process, working closely with other panel members to ensure an efficient and fair process of allocation whilst also minimising void times.
- To deal with tenancy management issues, breaches of tenancy/leases, nuisance, harassment, and misuse of property.
- Liaison and working with the relevant internal and external teams/agencies to deliver successful outcomes on anti-social behaviour cases.
- To refer customers to appropriate agencies for support and advice on benefits and welfare, promoting GreenSquareAccord services wherever possible
- To assist and on occasion facilitate resident's meetings.

- Deliver a comprehensive housing management service to GreenSquareAccord's extra care schemes, including management of all levels of income management for rental and leaseholder service charges and responding to low level service charge queries.
- Build relationships with other key stakeholders to promote GreenSquareAccord's extra care schemes, encourage applications to them, and integrate them into the local community.
- Work closely with on-site care team to ensure a holistic service that puts the well-being of all residents first.
- Set an example by demonstrating exacting standards of integrity and conduct.
- Collaborate effectively with other staff across the organisation, and with contractors and external service providers, to ensure they are delivering the required standards of customer service.

Meeting Performance Standards and Targets

- Delivery of the Customer Service Guarantee, estate standards and the Respect Standard.
- Ensuring health & safety and other regulations are adhered to, balancing these with creating welcoming and desirable communities.

Corporate Responsibility

- Present a positive image of GreenSquareAccord in all dealings with customers and external agencies always promoting and observing GreenSquareAccord's key corporate policies (e.g. health and safety, safeguarding, data protection, equality and diversity, resident involvement, code of conduct, values, and customer care).
- Responsibility for own personal safety.
- Contribute to project teams to develop the quality and range of service provision.

Equality and Diversity

- Perform the duties and tasks above in accordance with GreenSquareAccord's Equality and Diversity Policy.

The GSA Way

Our commitments are the culture that defines who we are, they shape the way we interact with our customers and colleagues, impact the way we prioritise and make decisions, and are the way we do things around here.

As a GreenSquareAccord colleague, you are expected to demonstrate our core commitments of the GSA Way. These are:

- We believe our customer is everything.
- We are one team.
- We are supportive and caring.
- We are business-minded for social purpose.
- We are curious and ambitious.

Working Relationships and Contacts	
Internal	• Executive Directors. • Heads of service • GreenSquareAccord Limited managers. • GreenSquareAccord Limited employees.
External	• External companies and other Housing Associations. • GreenSquareAccord Limited suppliers. • GreenSquareAccord Limited customers/residents. • Members of the public. • Police and other emergency services. • Local Authorities and registered social landlords. • Citizen Advice Bureau and law centres.

Other

- Undertake other duties as may be required.
- Actively contribute and participate in PDR development reviews and discussions, supervision meetings, and other meetings, as required.
- Complete training that is relevant for the role.
- Flexible to work across other extra care services when required.
- Driving licence and access to a vehicle

Person Specification

A person specification is a list of the essential an/or desirable qualities which candidates should possess. It should be structured in such a way that it can be used as the framework for the shortlisting and interview process. The specification should relate to the job description and contain all the qualities that are required to carry out the job effectively. It should avoid criteria that are not genuine requirements related to the duties of the post. The requirements should be clear and specific.

QUALIFICATIONS AND TRAINING	
Essential	**Desirable**
Car driver with access to a vehicle	• Housing or related qualification.

KNOWLEDGE, SKILLS AND EXPERIENCE

	Essential	Desirable
Leadership	• Manages difficult conversations and conflict effectively.	
Analytical	• To operate with autonomy. To operate effectively and make excellent quality decisions with little information.	
Financial		• Experience of financial accounting systems (housing management
Problem solving	• To operate with autonomy. To operate effectively and make excellent quality decisions with little information	• Ability to gather relevant information from a variety of sources to enable sound decisions to be taken.
Influencing	• Delivers high quality results in a timely manner. • Ability to plan, organise and successfully execute multiple tasks simultaneously with timeliness and accuracy. • Good organisational, time management and prioritisation skills with the ability to meet deadlines and to determine an appropriate course	
Customer focus	• Ability to communicate and work with internal and external customers, stakeholders, and colleagues at all levels. • Experience of working in stressful environments and diffusing, mediating and calming situations and emotional, difficult or distressed people	• Experience of identifying opportunities to improve the customer experience and following through from concept to delivery • Worked in housing or supported housing.
General knowledge & advice	• Good working knowledge and experience of using of Microsoft Office software such as Outlook, Word, Excel, PowerPoint	• Experience of HR Information Systems e.g. OpenHR and their functionality, such as employee self-service,

	• High level of IT - housing management information Systems	• Knowledge of housing management procedures • Housing act 1977 and 1988 • Knowledge in court processes to recover possession. • Compliance management for CQC key lines of enquiry • Income management processes including inc Health and safety management systems.