

JOB DESCRIPTION

Job Title:	Housing Operations Manager
Responsible to:	Head of Housing
Responsible for:	Resettlement Officer, Hillbrook House Reception Staff, Weekend Day Staff
Job Purpose:	Oversee daily operations of supported housing services, ensuring high-quality services for residents while maintaining compliance with legal and organisational standards.
Main Responsibilities:	1. Oversee operations and compliance for supported housing sites including Hillbrook House and move-on properties. 2. Oversee operational compliance to maintain ambitious standards of health and safety, fire safety, and resident wellbeing. 3. Manage assigned housing staff, to include appraisals, 121's, team meetings and wellbeing 4. Uphold policy, provide training, guidance, and address performance. 5. Oversee Regulator of Social Housing Regulatory Standards 6. Oversee resident placements, voids, and resettlement, including monitor of tenancy agreements, inductions, and resettlement plans. 7. Oversee Housing rental income in conjunction with the finance team, including monitor voids, bad debts, and service charge recovery. 8. Work with the Head of Housing-on-Housing development planning. 9. Work with external agencies, local authorities, and internal departments to ensure Housing compliance. 10. Represent YMCA East Surrey in multi-agency meetings and case conferences. 11. Ensure accurate record-keeping using It systems. 12. Deputising for the Head of Housing and fellow Housing management when required to do so, e.g. annual leave, sickness. 13. Conduct reasonable requests that is requested by the Head of Housing or CEO. 14. Developing and implementing policies to ensure compliance with housing laws and regulations in your area of service, designated by the Head of Housing. 15. To ensure the safeguarding of staff and residents in line with policy. 16. On call and duty officer for Hillbrook House and semi-independent properties as directed by the Head of Housing. 17. Work occasional weekends to facilitate weekend staff management 18. Achieve KPI targets set by the Head of Housing to enable the monitoring, evaluation and progress made to help young people to be able to thrive and move onto independent living. 19. Ownership of a pre-paid card for operation matters.

PERSON SPECIFICATION:

		Essential	Desirable	How measured (application, assessment, interview)
Qualifications, Education & Training:				Application and certificates
	Equivalent CIH L4 in Housing or higher	X		Application
Experience				
	Proven experience in housing management, preferably within supported housing.		X	Application, interview
	Strong knowledge of housing legislation and safeguarding practices.	X		Application, interview
	Excellent leadership, communication, and organisational skills.		X	
	Experience of establishing and maintaining effective working relationships with other agencies and professions	X		Application, interview
	Ability to work independently and manage crisis situations.	X		
	Demonstrable experience in collating, analysing, and reporting data from a range of sources and making recommendations for performance improvement.	X		Application, interview
	Experience of demonstrating compliance for external regulatory inspections and/or accreditations	X		Application, assessment
Abilities, skills, and attitude				
	A strong command of Microsoft Office including Word, Excel, and PowerPoint	X		Application, assessment
	Ability to collaborate with managers to influence change, encourage innovation, creativity and continuous improvement	X		Application
	Navigating charity policies and compliance requirements including Ofsted		X	Application, interview

	Good working knowledge of data protection and information security	X		Application, interview
	Excellent spoken and written communication skills with an elevated level of attention to detail	X		Application, assessment, and interview
	Able to influence and build excellent working relationships at all levels of the organisation	X		Application, interview
	Demonstrate an elevated level of professional credibility, integrity and emotional resilience	X		Application, interview
	Excellent organisational skills with the ability to keep things simple	X		Application, interview
	Safeguarding knowledge and experience	x		Application, interview
Other requirements	Subject to a satisfactory Enhanced with Children's barred list DBS disclosure	X		Application, DBS disclosure
	Commitment to the values, aims and mission of YMCA East Surrey. This includes being on call when required and being able to attend out of hours incidents within one hour	X		Application, Interview
	Understanding and commitment to equality, diversity and inclusion for staff, services users, and stakeholders	X		Application, Interview
	Able to work unsocial hours including evenings and nights at times	X		Application, interview