

Role Title	Housing Services Manager
Corporate Focus	LHA Group
Objectives	<ol style="list-style-type: none"> 1. To contribute to the development and management of a range of high quality housing services that meet the needs and preferences of customers 2. To lead the Housing Services team to deliver high standards of service delivery and customer satisfaction and demonstrate regulatory and statutory compliance 3. To lead the development of LHA's strategy and policy in respect of housing and related services
Accountability	Chief Executive
Management Responsibility	Housing Officers
Main Location / Base	LHA Head Office with travel required throughout Lochaber
Hours of Work	35 hours per week
Date Approved	September 2024

Key Activities
<ol style="list-style-type: none"> 1. Leading and managing the Housing Management services within Customer Services Team ensuring the delivery of an efficient, responsive and professional service 2. Maintaining current and comprehensive knowledge of housing policy, practice and strategy 3. Advising and leading the SMT and the Board in the development of LHA's housing policy and strategy 4. Ensuring that LHA's housing policies are effectively and fairly applied 5. To work closely with other departments to ensure the relet times of our properties are kept to a minimum. 6. To oversee the management of rent collection and arrears in line with our policies 7. To lead on the annual rent review process in line with our rent setting policy 8. To promote the Tenant Engagement and Communication Strategy ensuring that tenant and service users' views are influential in driving service delivery and improvement and that statutory consultation requirements are met 9. Ensure the Association's estate management policy and procedures are fully implemented. 10. To follow our complaints management policy and procedures including anti-social behaviour complaints.

11. Managing, supporting and mentoring housing staff, including regular 1-2-1 reviews.
12. Developing service standards taking account of good practice, operating and financial considerations and tenants' needs and aspirations
13. Monitoring service performance and taking action to drive improvement
14. Reporting to the LHA Board on Housing Management related matters
15. Attending and representing LHA at stakeholder/partnership meetings
16. Contributing to meeting statutory, regulatory, and good practice reporting requirements (e.g. ARC) by providing accurate and timely data
17. Contributing to the development and monitoring of annual budgets

Other Responsibilities

- To represent Lochaber Housing Association and the Lochaber Group positively and effectively at all times
- To be familiar with, observe and uphold all policies and procedures relevant to this role
- To communicate effectively with colleagues to ensure high quality service provision and performance
- To contribute constructively and effectively to the resolution of any complaints from service users and customers
- To participate in all relevant training and development
- To comply with all relevant statutory and regulatory requirements
- To follow all reasonable instructions and undertake any other reasonable tasks that may be required

Specific Resources Associated with this role

Essential Car User's Allowance
Mobile Phone / ICT

Key Relationships

The Highland Council, Scottish Housing Network, Scottish Housing Regulator, Scottish Federation of Housing Associations and Chartered Institute of Housing.