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**JOB DESCRIPTION**

**Job Title:** Area Manager

**Department:** Housing

**Salary: Band D, point 21 -31** £46,070 - £48,996 per annum

(pending pay award)

**Responsible to:** Housing Operations Manager

**Responsible for:** Housing Officers

Housing Assistants

**Main Purpose of Post:**

The Area Manager will be responsible for supervising the provision of a comprehensive housing management service to all our customers. This will include sharing owners, owner-occupiers, supported tenants, and mainstream tenants as required.

**Responsibilities:**

The Area Manager will:

* Contribute at an operational level, playing a key role in managing the effective delivery of our Housing service, including Allocations, Lettings, Void, Anti-Social Behaviour and Income Management;
* Ensure effective liaison with other internal teams and external stakeholders.

**Main Duties:**

* Management responsibility for the local Housing office and team, ensuring an effective operational service is provided at all times and all communication is recorded appropriately using the QL and Document Manager systems in accordance with our Policies and Procedures, including Health & Safety;
* Ensure agreed void management targets are met and allocations are authorised in accordance with Policy and Procedure;
* Ensure compliance with our Anti-Social Behaviour Procedure towards satisfactory resolution;
* Ensure the effective and responsive implementation of our Complaints Policy;
* To review and recommend improvements to policies and procedures, contributing towards the achievement of departmental objectives; leading work groups and providing training if required.
* Produce statistical and performance reports as and when required.

**Customer and Partnership Working:**

* To manage the delivery of effective Tenant Participation, including Tenant Scrutiny activities in conjunction with area office staff;
* Contribute to the production of communication material to tenants and other stakeholders, including newsletters, annual report, social media and website;
* Liaise and negotiate externally with a range of agencies and stakeholders.

**To attend meetings out of hours as required and carry out any other reasonable duties as required by the organisation.**

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| **Attribute** | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualifications** | * Qualified to a relevant SCQF Level 8/equivalent professional housing qualification or willing to work towards CIH Level 5 within a relevant timescale. |  | Application Form;  Qualification Certificate. |
| **Experience** | * Experience and knowledge of the statutory and voluntary Housing sectors, including relevant and current Housing legislation. * Experience of using Microsoft packages and computer systems, including experience of using housing databases. * Experience of policy development. * Experience in report writing / analytical work. * Knowledge of quality management systems. * Experience in researching and identifying opportunities to develop organisational objectives. * Have supervisory experience in a housing setting and be and able to manage and motivate team members. | * Knowledge of Data Protection, Equalities & Diversity and Health & Safety Acts. * Experience of working in an environment focussing on continuous improvement. * Experience of formulating policies and procedures. | Application Form.  To evidence at Interview. |
| **Proven Competencies** | * Be able to evidence strong, effective written and verbal communication skills. * Able to develop and maintain positive Working Relationships. * Able to demonstrate Planning and Organisational skills, including working on own initiative and prioritising workloads to meet targets. * Able to demonstrate Professional Housingand Technical Knowledge relevant to the role. * Ability to use a Problem-Solving approach to respond positively to enquiries. | * Presentation Skills. * Ability to train and develop staff. | Application Form.  To evidence at interview.  Test at interview.  References for verification. |
| **Additional Role Specific Requirements** | * Valid Driving Licence |  | To evidence at Interview. |



**CONDITIONS OF SERVICE**

**Hours:** Hours are 35.25 hours per week. Where additional hours are worked, overtime will be paid (must exceed full time hours if part time) or time off in lieu given, depending on the organisational requirements. A flexi system is in operation.

**Contract:** Permanent Post. All posts are subject to a 6-month probationary period. A formal review will take place at 2, 4 and 6 months.

**Band and Salary:** This post is Band D 29-31.

Salaries are paid monthly, directly into a bank account of your choice. The salary for the post of Area Manager is £46,070 - £48,996 per annum (pay award pending). It is policy to commence on the first point of the salary scale unless, at the Manager’s discretion, an alternative agreement is reached.

**Pension:** Employees will initially be enrolled in the Governments statutory auto-enrolment scheme, which is a Defined Contribution scheme with a company called NOW Pensions. At present staff contribute 5% with the employer 3% to the scheme. Further details of the scheme are available from the payroll team.

Employees with a contract of 6 months or more can however opt out of the auto-enrolment scheme and request to join Hillcrest Homes Defined Contribution Scheme with the TPT Retirement Solutions where the employee currently contributes 8.5% of earnings and the Organisation’s contribution is 8.5%.

**Health Plan:** Employee’s are automatically given free admission to the Health Plan Scheme. The cost for this is met by the Employer. Details will be sent out with the Contract of Employment.

**Annual Leave: Leave year runs from 1st January - 31st December.** Annual Leave entitlement is 225.6 hours per annum (6.4 weeks), rising to 260.85 hours (7.4 weeks) over a 5-year period.

5 days public holidays have been included in this annual leave entitlement. Managers will commence on 260.85 hours. You are required to retain 35.25 hours annual leave (or part time equivalent) to cover the shutdown period over Christmas and New Year.

**Annual leave is calculated on a pro rata basis for part time staff.**

**General:** Hillcrest Homes have their own system in place for negotiating annual pay increases. All employees have the right to join a trade union if they so wish.

**Smoking:** The person appointed will be working in a non-smoking environment. There are no designated smoking areas within the office. Smoking is permitted outside the building and should be out of view of clients and, or customers. This includes the use of E-cigarettes. Employees who are required to carry out their duties in buildings which are out with the control of the Association are jointly responsible for minimising their own exposure to risk factors such as passive smoking.

**Qualifications:** Any offer will be subject to proof of qualifications essential, and where appropriate desirable, to the post.

**Rehabilitation of** If you have any unspent convictions, you must declare

**Offenders Act 1974:** this on your application form.

In relation to ‘spent’ convictions, there is a list of convictions which must always be declared and a list of convictions that are declared, subject to rules. Failure to disclose relevant information will be regarded as a breach of trust and could lead to dismissal, disciplinary action or withdrawal of offers of employment.

If you are unsure whether or not you need to disclose a conviction and, or caution, please contact our Human Resources Department for further advice, or you can check by accessing Disclosure Scotland’s website at [www.disclosurescotland.co.uk](http://www.disclosurescotland.co.uk/) and check the ‘Frequently Asked Questions’.

Please note that all successful applicants will be subject to a Disclosure check through Disclosure Scotland.

HAVING A CRIMINAL RECORD WILL NOT NECESSARILY DEBAR YOU FROM WORKING WITH HILLCREST HOMES. THIS WILL DEPEND ON THE NATURE OF THE POSITION, TOGETHER WITH THE CIRCUMSTANCES AND BACKGROUND OF YOUR OFFENCES.

**Equal Opportunities:** Hillcrest Homes is striving to be an equal opportunities employer and has adopted a Policy which aims to ensure that no job applicant receives less favourable treatment on grounds of race, colour, ethnic and national origins, marital status, gender, age, religion, disability, political or sexual orientations, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

**Applications:** Please forward applications before the closing date**.**