



JOB DESCRIPTION	
Job Title:	Home Turf Lettings Manager
NJC Scale Point:	NJC Pt 30 – 36 (£32,878 - £38, 813) depending on experience, pro rata
Hours:	37.5 hours per week and such additional hours as are required by the business from time to time.
Annual Leave:	26 days plus statutory and bank holidays (1 additional day after each year of service, up to a maximum of 31 days).
Location:	Kingswood, Bristol and any other location reasonably requested by the organisation.
Pension:	Contributory pension scheme (employer's contribution 7% to a minimum 3% contribution from employee).
Accountable to:	Housing Director
Accountable for:	Property Management Coordinator Tenancy Sustainment Officer Lettings Negotiator N.B. line management responsibilities will vary over time, subject to funding decisions and tendering outcomes.

Principal Purpose of the Job

To reduce homelessness in all of the areas where DHI works by successfully growing Home Turf Lettings portfolio, leading on service delivery and ensuring high levels of performance by developing excellent relationships with landlords and tenants.

Key Duties and Responsibilities

Property Procurement:

1. To ensure that property procurement for all schemes meets organisational and contractual procurement targets.
2. To ensure that Property Negotiators achieve best value for HTL at all times in their negotiations.
3. To identify properties for purchase and empty properties for redevelopment.
4. To ensure that all properties are properly risk appraised to ensure that they are of sufficient quality and are financially sustainable for HTL.
5. To develop a multichannel marketing campaign including web promotion, promotional material and to promote the service to landlords and stakeholders through regular meetings and at relevant events.
6. To develop a clear procurement and acquisitions strategy with the Housing Director.

Property Management:

1. To ensure that HTL only works with reputable landlords and clients who have been thoroughly assessed as suitable for the scheme.
2. To ensure that all properties meet health and safety requirements.
3. To keep abreast of developments in the sector ensuring that our practices reflect any changes to legislation.
4. Ensure that our practices comply with all relevant legislation.
5. To ensure that all properties are inspected in line with organisational, regulatory and legislative requirements.
6. To ensure that all contractual and organisational targets around landlord retention and tenancy sustainment are met.
7. To regularly survey tenants and landlords, using their feedback to improve the quality of the service on offer.
8. To maintain a network of trusted and skilled contractors who provide quality services at the best possible cost.

Service Delivery:

1. To develop and maintain effective working relationships with sub-contractors and partners involved in service delivery in line with DHI strategy and partnership working agreements.
2. To proactively engage and build relationships with local agencies/professionals to maximise referrals to the HTL, improve outcomes for service users and provide opportunities for future service development.
3. To use local data and knowledge to shape and identify opportunities to deliver new projects (commissioned or other) in line with HTL/DHI's strategy and bring to the attention of the CEO or other Executive members as appropriate.
4. To contribute to the writing and submission of tenders for new and existing services.
5. Prepare and present clear verbal/written reports for the Housing Director and other bodies as required.

6. Maintain a robust performance management system to ensure individual and project performance is in line with strategic objectives, team targets and performance appraisal plans.
7. To monitor and push through work, ensuring that the key aims set out in the business plan are achieved.

Financial Management:

1. To ensure that all finance procedures are followed.
2. To monitor the budget ensuring that all expenditure is within budgeted amounts.
3. To maximise rental return and minimise loss through bad debts and voids meeting all organisational targets.
4. To ensure that all properties are financially appraised in line with HTL guidance and that only sustainable properties are procured for the scheme.
5. To ensure that HTL's models are regularly reviewed so as to represent best possible financial value to HTL, our tenants and landlords.

Lead and Manage a Team:

1. To adopt a coaching approach to inspire, empower and motivate the HTL Team.
2. To ensure that the business plan is translated into clear and measurable targets for the team.
3. Be responsible for the recruitment and induction of new staff, following DHI's agreed HR policies, procedures and systems, ensuring personnel files are accurate and up to date.
4. Ensure risk management procedures are consistently followed and that team members are fully informed of the requirements of these procedures.
5. Develop a collaborative, creative and flexible team, which is able to reflect and change in a rapidly changing environment to achieve the best outcomes for clients, landlords and HTL.
6. Ensure the effective implementation of staffing policies and procedures and support staff with management/supervisory responsibilities in carrying out their duties in relation to these. This includes the appropriate use of DHI's disciplinary policies/procedures.

Organisational and Team Duties

1. To perform as part of the DHI/Home Turf Lettings team, attending and participating in regular team meetings, attend appropriate training courses and participate in skills sharing sessions within the team.
2. To assist with the development of related projects established by DHI and partner organisations.
3. To participate in regular support and supervision.
4. At all times adhere to relevant legislation, good practice and policies and procedures, including Health and Safety, Confidentiality and Equal Opportunities.
5. To promote HTL across the organisation, ensuring that it is embedded and adds value to all DHI services.

Contract Management & Quality Assurance

1. To act as the main point of contact for funders, commissioners and partners and attend contract meetings on behalf of the organisation.
2. To design and write and implement any new policies, procedures or working practices which are required to enable a high quality service delivery and best practice.
3. To participate in the periodic review of existing service policies and procedures and to ensure that these are under To ensure that there are adequate out of hours and staff cover arrangements in place stood and adhered to by staff.
4. To ensure working practices meet with regulatory and best practice requirements and standards. In particular, to ensure that health and safety policies and procedures are adhered to and that routine project risk assessments are undertaken.
5. To ensure that key performance targets are met, monitored and reporting is completed on time and to the required quality standards. Where performance is below the expected levels of performance, to ensure the effective implementation of performance improvement plans.
6. Keep abreast of relevant guidelines and developments that affect scope of the post, and develop/adapt standards, policies, procedures and good practice accordingly.

Organisational Responsibilities

At all times adhere to DHI policies and procedures, with specific reference to:

- Confidentiality: ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity.
- Data Protection Act and Information Governance: to comply with the requirements of the Data Protection Act and all policies and procedures relating to Information Governance and security of data.
- Equal Opportunities and Diversity: to ensure that all service users, their partners, colleagues both within DHI and other partner organisations are treated as individuals by following DHI's Equality and Diversity Policy.
- Health and Safety: to ensure you comply at all times with the requirements of the Health and Safety regulations and DHI's Health and Safety Policy and Procedures. You are responsible for taking reasonable care with regard to yourself as well as any colleague, client or visitor who might be affected by an act or failure to act by yourself.
- Quality Assurance: to ensure all activities are managed in a way that supports DHI's Quality Assurance systems.
- Safeguarding: DHI is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.
- Lone Working: to work in accordance with the DHI Lone Working policy and procedures

This job description contains only the main accountabilities relating to the post and does not describe in detail all the duties required to carry them out. As duties and responsibilities

change, the job description will be reviewed and amended in consultation with the post holder

Home Turf Lettings Manager PERSON SPECIFICATION

Essential criteria

1. Leads and coaches teams to generate well thought out ideas and solutions; listens to staff, challenges their thinking in a constructive way; and encourages increased responsibility
2. Is well networked; has strong and effective working relationships with landlords, tenants, contractors, partner agencies and colleagues across DHI.
3. Inspires others with vision and ideas; leads by example as a positive role model.
4. Encourages balanced, informed and evaluated risk taking to deliver outcomes.
5. Uses a range of ways to stay informed connected and up-to-date with new thinking and ways of working in the private rented sector
6. Membership of ARLA, other professional body or willingness to become a member within 12 months.
7. UK Driving License and willingness to travel.

Desirable criteria

1. Lettings negotiation experience (or relevant transferable skills)
2. Property management experience (or relevant transferable skills)
3. Experience in a customer-facing environment (or relevant transferable skills)
4. Experience of working with people with complex needs, e.g. homelessness, mental health problems, etc, or an understanding of homelessness and associated issues
5. Knowledge of housing and welfare benefits