



**MANINPLACE**  
INNOVATE ACCOMMODATE MOTIVATE

- Job Role:** Housing Management Service Manager
- Context:** The **Housing Management Service** consists of a variety of accommodation made up of temporary accommodation to prevent individuals from rough sleeping.
- The provision realises 61 bed spaces in shared houses of multiple and studio bedsits accommodation.
- This employment opportunity is funded through Intensive Housing Management funding and offers a specific type of support. This job provides assistance through Core Visits and Concierge services to enable individuals to achieve tenancy sustainment, safety and security of property.
- Salary:** £10.03 per hour, Annual salary of £18776.16 (this is inclusive of 4% recompense for On Call duties) and is subject to maintaining current or securing alternative funding Streams.
- Qualification & Experience:** Qualification in Leadership & Management to NVQ Level 4, or to undertake such training , experience in homelessness support services, health and social care, criminal justice system or related relevant experience in providing advice and guidance.
- Project:** To provide temporary accommodation of a high standard, assisting people with presenting needs to be signed post to appropriate support services. Assisting customers to maintain their tenancy and assist them to move on to more sustainable tenancies, and reduce the need for people to be homeless and rough sleeping. To provide leadership of staff, customer services, and to maintain a high standard in all properties.
- Responsible to:** Head of Housing and Support.
- Location:** Working from Maninplace House, 16 Queen Street, Wellington, and operating across the Telford and Wrekin area.
- Hours:** **36hrs average per week.** The working pattern will be between the hours of 8:00 – 23:00 hrs as per rota and will include alternate weekends, and the covering of On-Call duties.



## Job Summary:

- Provide the lead, direct and supervise staff team.
- Deliver consistent tenant services, coordinate the maintenance of properties and conduct property reviews, and to be solely responsible for at least one of the properties within the service area.
- Maintain rent collection records; uphold the rent and utility collection procedure.
- Enable people to access accommodation that is of a high standard and is safe and secure.
- Assist customers to live safely, securely and successfully in their accommodation and neighbourhood.
- Conduct customers reviews and delivery of services to vulnerable people who may have been homeless and have a history of failing tenancies.
- Ensure the provision of advice, guidance, advocacy and signposting to external agencies and services such as mental health, addiction services and health and social care professionals.
- Ensure effective communication with colleagues and relevant professionals.
- Maintain all data and documentation to a high standard in line with Maninplace policies and procedures.
- Coordinate service user meetings and create a sense of a community within the core provision.
- Adhere to strict codes of customer confidentiality.
- Establish and maintain appropriate staff working patterns and rotas.
- Complete any task required to deliver a quality service and fulfil the purposes of Maninplace.



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Job description duties & responsibilities	Actions
<p>Service Managers daily activities.</p>	<ol style="list-style-type: none"> <li>1. To take responsibility for delivering the management of temporary dispersed properties.</li> <li>2. To manage staff cover in line with requirements, targets and contractual arrangements.</li> <li>3. To manage and direct staff work load.</li> <li>4. To conduct 1-2-1 staff supervision sessions.</li> <li>5. To ensure that all accommodation is fit for use before letting.</li> <li>6. Put into place a maintenance programme and ensure a quick turnaround of properties.</li> <li>7. Work with customers to maintain a good standard of cleanliness, repair &amp; decorative order.</li> <li>8. Ensure that fire and safety tests are carried out regularly.</li> <li>9. Ensure that maximum assistance is given to those moving in and out of the Accommodation to ensure effective management.</li> <li>10. To be the link for Maninplace between, the customer, the Finance Officer, the Owner and Telford &amp; Wrekin Council, ensuring that all practical services are accessed and tenancy/licence agreement is fulfilled.</li> <li>11. To ensure the delivery of assistance in tenancy management.</li> <li>12. To complete and work in line with all aspects of the Business reporting requirements, including Property Management, Hub Budget and Personnel.</li> <li>13. To review policies and procedures.</li> <li>14. To work within the community nearby to create good neighborliness.</li> <li>15. To work to the Mission and Values of Maninplace.</li> </ol>



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Abilities required	<ol style="list-style-type: none"> <li>1. Demonstrate excellent leadership skills</li> <li>2. Motivated and confident</li> <li>3. Able to motivate others</li> <li>4. Excellent organisational and communication skills.</li> <li>5. Work with approved contractors and tradespeople.</li> <li>6. Have a technical and practical understanding of how appliances work.</li> <li>7. Relate well to all sections of the community and be non-judgmental.</li> <li>8. Have an ability to approach things with a positive outlook. The objective is to find solutions not to emphasise negatives.</li> <li>9. Knowledge of local service provision.</li> <li>10. A practical nature.</li> <li>11. Able to drive and have transport to use for work.</li> <li>12. Educated to at least A Level standard</li> <li>13. Be computer literate</li> <li>14. Flexible in working patterns, and able to cover evening and night time shifts when other staff are on leave.</li> <li>15. Be confident in lone working</li> </ol>
Working with other voluntary and Statutory sector agencies.	<ol style="list-style-type: none"> <li>1. Joint working and effective communication with other agencies.</li> <li>2. Help to promote service to external agencies.</li> <li>3. Ensure that service information is accessible to professionals involved.</li> <li>4. Work with external voluntary and statutory sector agencies in a spirit of partnership and collaboration.</li> <li>5. Operate and work within the extended team of Maninplace</li> </ol>
Duties within Maninplace	<ol style="list-style-type: none"> <li>1. To assist with any other activities required by Maninplace within everyday work duties and responsibilities of employment.</li> </ol>



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Skills & Experience	Essential	Desirable
1. Relevant experience in leadership or management	X	
2. Experience of working with the Homelessness/ Accommodation, Social Care setting /Supporting People Programme or similar programme.		X
3. Relevant experience of staff supervision.	X	
4. Have experience and or qualification in support services, health and social care or related relevant experience providing advice and guidance.	X	
5. Have a good understanding of financial control.	X	
6. Demonstrate effective communication, and presentation skills.	X	
7. Car owner and driver with clean UK driving licence or independent means of travel to clients and external meetings.	X	
8. Demonstrate a clear understanding of the issues facing those who are homeless and their non-statutory status.	X	
9. Demonstrate relevant knowledge of the criminal justice system and drivers that impact on offending behaviour.		X
10. Demonstrate relevant knowledge of Mental Health issues and the impact on individual's ability to make positive decisions.		X
11. Demonstrate relevant knowledge on the social impact of legal migrant status and the issues faced.		X
12. Demonstrate knowledge of working with vulnerability, disability, cultural sensitivity and equal opportunities.	X	
13. Ability to develop the work of the Hub to maximise the provision for individuals.	X	
14. To work effectively within the immediate and wider staff team.	X	
15. Demonstrate ability to use word processing, data bases, & report writing.	X	
16. Demonstrate ability to work flexibly, independently, be self-motivated and non-judgemental	X	
17. Identify a commitment to working with Maninplace policies and procedures.	X	
18. Demonstrate experience of providing accommodation base activities.	X	
19. Demonstrate the ability to provide a good customer service experience	X	
20. Demonstrate experience and knowledge of assessing risks, particularly in relation to lone working	X	