



INTERIM HEAD OF HOUSING AND PROPERTY

Responsible to: Chief Executive

Manages: Scheme Managers x2, Community Gardener

Hours: 30 hours per week

Contract length: 6 months

Purpose of job

- To be responsible for the Charity's property assets and income derived from these and lead the housing operation ensuring resident satisfaction and high quality cost effective and sustainable services
- To be responsible for the day to day management of staff delivering housing and property services, including professional advisers, contractors, the housing budget and the capital programme
- To manage, maintain and improve the Charity's investment property portfolio
- To be accountable for compliance with Homes and Communities Agency standards and other regulatory requirements, and the standards laid down by the Almshouse Association
- To support the Chief executive in leading the Charity as a member of the executive and stand in as Chief executive for short periods if required

Specific Areas of Responsibility:

Head office & Sycamore House
Sycamore Gardens, London, W6 0AS
General enquiries: 020 8741 4326

Registered Charity No: 205856
Homes and Communities Agency Registered No:1789



Housing Operations

- To lead and manage all housing staff, ensuring they receive the support, supervision and development they need to achieve and maintain high morale and excellent performance
- To ensure that staff are suitably trained to deliver an efficient, professional, responsive and resident-centred housing and support service.
- To take management responsibility for housing operations including application and development of policies and procedures, marketing, void management, repairs and improvements
- To manage the housing management budgets
- Take lead responsibility for health and safety across the organisation, overseeing and ensuring appropriate health and safety inspections are in place
- To maintain excellent communications with residents, directly and through scheme managers
- To ensure that systems are in place to collect essential information on residents and maintain records that they are accessible, accurate and compliant with GDPR, Homes and Communities Agency and other regulations.

Property Portfolio

- Work with the Chief Executive and external advisors to develop and implement the Charity's strategy in relation to its capital programme across all its properties
- To ensure delivery of a responsive and cost effective repair, maintenance and flat refurbishment system, liaising with the retained surveyor, and to ensure that the Charity achieves excellent standards of health and safety in its operations.
- To manage the capital budget and ensure that the Charity receives value for money and a high level of performance across both its capital and revenue programmes
- To work with the Chief Executive to develop and implement a strategy to maximise the value of the Charity's investment properties

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- Maintain relationships with key stakeholders across the borough that will enable the Charity to deliver its business objectives

Development

- To identify and implement improvements to the Charity's housing operations in response to changing needs or new opportunities
- To be aware of best practice in housing and ensure that the Charity is at the leading edge of its implementation
- To liaise with current and potential future partners in order to explore and develop the housing service.

Board liaison

- Take lead responsibility for servicing the Housing and Property Committee and Admissions committee, including preparing agendas and papers and agreeing those with the CEO and Chair. Support the Chair and members to make effective decisions and to communicate those decisions and the rationale behind them to the wider board
- Support the Chief Executive in developing strategy with the relevant committees of the board making sure that all investment decisions are in line with criteria and priorities.

Financial management

- Assist the Head of Finance and Investment with setting relevant budgets
- Monitor budgets raising queries or potential over or under spends with the Head of Finance and Investment

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Management Team

- Play a strategic and operational roles within the leadership team, working with management colleagues and the Chief Executive to ensure the development and evaluation of a broader strategy across the work of the charity.

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