



## **HEAD OF HOUSING AND PROPERTY**

- Responsible to:** Chief Executive
- Manages:** Scheme Managers x 2, Community Gardener, Trainee Community Gardener
- Hours:** 3-4 days per week
- Salary:** Up to £50k pa pro rata depending on experience

### **Purpose of job**

- Lead the Charity's Housing and Property operation delivering a high-quality housing service ensuring residents' health, and wellbeing
- Support the Chief Executive in leading the Charity

### **Specific Areas of Responsibility:**

#### **Operations**

- Manage all housing and property staff, give the direction and support they need to perform their jobs well and be happy in their work
- Manage all Almshouse operations including but not exclusively: ensuring policy and practice is appropriate, effective void management, managing admissions and supporting the Admissions Committee, high quality maintenance and repairs service, cost effective capital improvement, effective performance management, meeting statutory and regulatory requirements, managing suppliers and contractors, setting and managing budgets, effective wellbeing programme

**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



- Take lead responsibility for GDPR, Health and Safety, Safeguarding and Insurance across the whole organisation, ensuring appropriate policy and practice is always in place
- Represent the Charity externally, develop effective working relationships with appropriate third parties, raise the Charity's profile, build useful networks
- Take a hands-on approach to supporting residents where necessary, including providing cover for Scheme Managers if required
- Enable residents to be involved in decisions which affect them
- Oversee the management of the Charity's investment properties
- Enable the Housing and Property team to work with other teams to support the Charity to achieve its mission

## **Development**

- Identify and implement improvements to the Charity's housing and property operations in response to changing needs or new opportunities
- Keep abreast of best practice in housing and wellbeing for older people and ensure that the Charity is at the leading edge of its implementation
- Ensure the Charity is making best use of digital technologies to support health and wellbeing of residents and deliver an efficient housing and property service.

## **Leadership**

- Support the Housing and Property Committee to make and communicate effective decisions.
- Support the Chief Executive in developing strategy
- Stand in for the Chief Executive when required

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## **Person specification**

### **Essential**

A genuine commitment to, and track record of, improving the wellbeing of older people and running an inclusive housing service

Experience of managing all operational aspects of sheltered housing for older people at a senior manager level, delivering continuous improvement in services and resident outcomes

Experience of managing high performing teams, excellent team player, able to contribute to a happy and effective working culture

Experience of managing suppliers and contractors, running tender processes, negotiating contracts, monitoring performance and creating effective working relationships with third parties

Effective financial planning and budget management skills, able to set and manage operational and capital budgets

Experience and enthusiasm for delivering digital inclusion and using digital technologies to improve outcomes for residents

Excellent understanding of statutory and regulatory requirements, able to keep abreast of new developments, understand the implications for the Charity and make clear recommendations on appropriate action

Excellent verbal and written communication skills, fully proficient in Microsoft Office products, able to produce Board-ready papers with little supervision

Excellent understanding of risk management methodologies and experience of managing risk in a housing environment

Excellent analytical and decision-making skills. Able to draw out key messages from complex information and manage a wide range of stakeholders to reach appropriate, shared conclusions

### **Desirable**

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Educated to degree level or equivalent

Experience of leading successful projects and managing cross functional project teams

Programme or project management qualification

Experience of managing investment properties

Experience of overseeing large scale capital development projects

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