



**JOB DESCRIPTION**  
**Operational Manager - Housing**

|                        |   |                       |                                |
|------------------------|---|-----------------------|--------------------------------|
| <b>Post Title:</b>     | Operational Manager - Housing           | <b>Pay Scale:</b>     | £24,524 per annum, AUNN Band F |
| <b>Department:</b>     | Housing Services                        | <b>Hours of Work:</b> | 37 hours per week, full time   |
| <b>Responsible to:</b> | Strategic Director (Housing, AUBD, MiS) | <b>Tenure:</b>        | Permanent                      |
| <b>Based:</b>          | Home/Field                              | <b>Date of issue:</b> | March 2022                     |

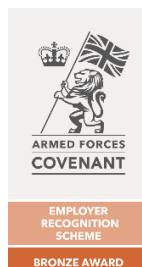
**PURPOSE OF THE DEPARTMENT/SERVICE**

Age UK Nottingham and Nottinghamshire’s housing service (Safe & Sound) exists to enhance the quality of life and promote the wellbeing of all older people by the provision of housing related services. Contributing towards older people’s safe, warm and independent living, the housing department incorporates several projects and provides a wide range of advice, support and assistance including:

- property repairs, maintenance and improvements
- health and social support services
- energy efficiency
- benefit referrals and tariff switching
- scams awareness

Our new Warm & Wise project will empower vulnerable energy consumers to become wise with their energy usage and understand how to be more energy efficient, help to maximise their income, reduce energy consumption and bills and maintain a healthy temperature at home.

The Warm & Wise project will support beneficiaries aged 50+ in Nottingham and Nottinghamshire, providing them with in-depth, personalised energy advice and the fitting of free energy saving measures and minor repairs. Home visits will provide a full assessment of energy usage as well as practical energy saving fittings to make a difference to warmth and reduce bills. In addition, in-depth telephone calls and energy related support will increase household incomes via welfare benefit applications.



## **PURPOSE OF THE POST**

The Housing Manager will oversee a small team and report to the Strategic Director for Housing. The manager is responsible for the day-to-day running of the services and projects encompassed within the housing department, ensuring targets are met in a timely manner and staff are effectively supported. This post will be key in delivering the new Warm & Wise project in Nottingham and Nottinghamshire.

## **SUMMARY OF DUTIES**

To effectively line manage team members through supervision, day-to-day support and team meetings. Ensure targets and project milestones are met, meeting deadlines, producing reports for management and commissioners and attending relevant meetings. Employ external contractors to support vulnerable people with boiler/ heating repairs and replacements. Provide practical support through home visits as required, to fit energy saving measures such as draught proofing and radiator foils. Build and maintain excellent working relationships with colleagues internally and external partners organisations, making referrals to appropriate agencies to ensure clients are supported holistically.

## **KEY DUTIES & RESPONSIBILITIES**

The post holder is expected to demonstrate a good level of competence in their role for each of the key duties and responsibilities listed below. Competence means demonstrating the required skills, abilities, attitude and behaviours in your work role.

### **Communication and Customer Service (C&C)**

1. Respond to telephone and face to face callers in a polite and empathetic manner, demonstrating a sympathetic understanding of their needs and providing a high level of customer service via phone, in person and electronic communication.
2. Refer service users to other services (internal and external agencies) that could be beneficial, including referrals to the Priority Services Register, benefit checks and health and wellbeing services.
3. Support households to stay warm, through the delivery of oil filled radiators or arranging for boiler repair works via external contractors.
4. Conduct financial assessments in order to identify possible financial options for minor, essential home repairs or maintenance. Once identified, support with accessing appropriate funding, quotes and arranging contractors, as agreed with the householder. Ensure best value and customer satisfaction, mediating where necessary.
5. Promote the service through networking, events, outreach work and working in partnership with other appropriate agencies.
6. Attend internal and external meetings where the Housing Services require representation.

### Planning and Organisation (P&O)

1. Arrange and prioritise own workload, be responsible for planning and undertaking visits and undertake work in line with service procedures. Appointments may also be made and entered into the outlook calendar.
2. Effectively manage time, hitting weekly targets around number of home visits and other agreed measures.

### Leadership (L)

1. To lead and manage the staff team ensuring supervision of members of staff leading to effective individual and team performance.
2. To provide support and advice to the teams concerning their service users and other aspects of their role on a day to day basis.
3. To ensure your line manager is kept informed of any significant developments or issues within the team or issues affecting performance against targets.
4. To contribute to the recruitment, management and training of staff and volunteers.
5. To deal with employee relations issues in a timely and appropriate manner, in conjunction with your line manager and HR.

### Recording and Monitoring (R&M)

1. Ensure that all information is entered accurately on to databases/Charity Log and kept securely.
2. Maintain accurate and up-to-date computer and paper-based records, monitoring and evaluating these against target milestones.
3. Analyse and clearly present statistical data, producing reports for commissioners and management.
4. Maintain, update and store case notes and progress forms in a timely and methodical manner, adhering to data protection and confidentiality.
5. Take good care of portable electrical equipment which stores service/ service user data, to ensure all information is kept safely and securely at all times.
6. Ensure all service data is kept in line with charity and service procedures around archiving and disposal of data.

### Quality (Q)

1. Provide a high quality of service to service users, colleagues and partners. Signposting and referring on as appropriate.
2. Collect quarterly case studies, collate and analyse service user feedback via questionnaires.
3. Take a lead on health and safety for the housing department, ensuring appropriate risk assessments are completed and good practice guidance is adhered and kept up to date.
4. Deal with any complaints from service users or contractors and liaise with all parties concerned, keeping your line manager informed.
5. Be aware of fraud and report discrepancies to your line manager.

### **Charity Focus (CF)**

1. New and short-term projects are commonplace which provide additional financial support for the charity. Therefore, maintaining a positive and flexible work ethos is important, as well as effectively managing the team to incorporate new projects.
2. Support the work of the greater charity and its ventures for example promoting new services and having a positive attitude to team working.

### **Team Work (TW)**

1. Build and maintain good working relationships with the housing team, internally, externally and with key partners.

### **Specialist Knowledge (SK)**

1. Experience and/ or education around basic housing repairs and maintenance.
2. Experience and/ or education in home energy efficiency measures.
3. Holds Level 3 City & Guilds Energy Awareness or willingness to complete.

*Please note that all posts within the charity carry this level of expectation*

## **Charity Responsibilities - Standard Clauses**

### **Your Needs**

- You will keep under review your own developmental needs, keep yourself informed of current issues and be alert to the Age UK Notts training programmes and policies and attend all supervision meetings advised by your line manager. It is your responsibility along with your line manager to identify training and development needs and to inform your line manager of these (C&C, P&O).

### **Equality, Diversity & Inclusion**

- You will uphold the Age UK Notts Equality and Diversity policies and practices thereby promoting fair and quality services to all. If Age UK Notts deem you have breached any of these policies, this may be dealt with under the disciplinary procedure. All policies can be viewed on the Oracle - please ensure you refer to the Equality and Diversity Policy and the Bullying and Harassment Policy (Q, CF).

### **Health and Safety**

- You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties, in accordance with the provisions of Health and Safety legislation and actively encourage, promote and reinforce all Health and Safety procedures in accordance with the guidelines laid down in the Age UK Notts Health and Safety Manual (Q).
- You will exercise proper care in handling, operating and safeguarding any equipment or appliance provided, used or issued by Age UK Notts or provided by a third party for individual or collective use in the performance of your duties (Q, C&C).

### Safeguarding

- You will raise any concerns regarding safeguarding and report all allegations of abuse in line with the Age UK Notts Safeguarding policy (Q, CF, C&C).

### Customer Care

- You will promote and deliver services in a way which is sensitive and responsive to those receiving such services and be aware of and implement the Age UK Notts customer care policies and service level agreement requirements (if applicable) (C&C, Q, CF).

### Professional Integrity

- You will maintain at all times the professional integrity of the Charity and represent its main interests in any dealings with other bodies, groups and individuals (CF, Q).

### Quality Assurance

- You will uphold and proactively contribute to the Age UK Charity Quality Standard (Q, CF).

### Other

- Participate in, and promote fundraising & income generation (CF, C&C).
- Promote all Age UK Notts services and trading products (CF).
- You will attend staff meetings, the annual staff conference and other meetings as requested in order to keep up to date with information within the Charity (CF, C&C, Q).
- You will provide for your line manager regular timesheets, and any other reports or information as required (C&C).
- You will carry out any other specified tasks that may be reasonably required by the relevant Manager, with the proviso that any changes of a permanent nature will be included in the job description (TW)

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

**I confirm that I have discussed the content of this Job Description with my line manager and that I understand its content.**

|                                 |              |
|---------------------------------|--------------|
| <b>Name of Employee:</b>        |              |
| <b>Signature of Employee:</b>   | <b>Date:</b> |
| <b>Name of Supervisor:</b>      |              |
| <b>Signature of Supervisor:</b> | <b>Date:</b> |



## Person Specification Operational Manager - Housing

**Please indicate on enclosed application form evidence to show why you fulfil each individual point below:**

### Essential Requirements

1. The ability to deal empathetically and sensitively with people from a wide variety of backgrounds and have an understanding of the needs and concerns of the fuel poor.
2. Evidence and demonstrate good communication and interpersonal skills.
3. Ability to multitask and effectively manage a small team.
4. Evidence and demonstrate experience of working effectively, with excellent time management and supporting a team to consistently hit targets.
5. The ability to work under pressure and remain calm and focused.
6. Evidence and demonstrate experience of maintaining accurate records, statistics and monitoring information, ensuring that information is submitted accurately and on time.
7. Proven IT skills including word processing, use of databases and spread sheets. (e.g. Microsoft Word, Excel and experience of using database applications)
8. Good knowledge of basic housing repairs and maintenance, as well as working effectively with external contractors.
9. Evidence a good level of practical skill in order to securely fit small energy efficiency measures.
10. Knowledge of Health and Safety good practice and able to demonstrate experience of completing risk assessments and understanding risks associated with housing support services.
11. Knowledge and understanding of Equality and Diversity issues and a commitment to implement the Age UK Notts Equality and Diversity policy.
12. Valid driving license and daily access to the use of a car.\*

### Desirable Requirements

1. The ability to be an innovator to contribute towards developing Housing Services.
2. Knowledge and understanding of energy efficiency measures in the home.
3. Holds Level 3 City & Guilds Energy Awareness (or willingness to complete-essential).

*\*Age UK Notts is committed to making reasonable adjustments, so whilst this job requires the jobholder to drive, your application will still be considered if you are unable to drive due to a disability*



## Summary of Main Conditions of Service Housing Manager

|                           |  |
|---------------------------|--|
| <b>Salary:</b>            | £24,524 per annum, AUNN Band F   |
| <b>Start Date:</b>        | ASAP   |
| <b>Hours of Work:</b>     | 37 hours a week.<br>Age UK Notts consider a full-time working week to be 37 hours, Monday to Thursday 9.00 a.m. to 5.00 p.m. and 9.00 a.m. to 4.30 p.m. Friday with 30 minutes for lunch (which is unpaid).<br>Age UK Notts operates a scheme of flexible working hours.     |
| <b>Holidays:</b>          | 24 working days (pro rated for part time hours). Employees are granted 8 Public Holidays. One additional days leave is added to the annual leave entitlement for each year of service up to a maximum of 8 additional days.  |
| <b>Mileage Allowance:</b> | Currently 45p per mile.  |
| <b>Pension:</b>           | The Charity will contribute 4% of basic salary into our NEST pension scheme after 3 months service, with an employee minimum contribution of 4% (in line with auto-enrolment rules). However, employees may contribute more than the minimum required employee contribution. |
| <b>Place of Work:</b>     | Home and field based, across the city and county of Nottinghamshire  |

### Timetable for Appointment

|                         |   |
|-------------------------|---|
| <b>Post Advertised:</b> | March 2022                                  |
| <b>Closing Date:</b>    | Thursday 14 <sup>th</sup> April 2022 at 9am |
| <b>Short-listing:</b>   | TBC   |
| <b>Interviews:</b>      | TBC   |

**N.B.** Due to financial constraints, applicants who are not short-listed will not be notified. If you have not received an invitation to attend an interview within three weeks of the closing date you may assume that your application has not been successful.