

House Manager Job Description

Hours: 4 hours per week

Days: Monday (1hr), Saturday (2hrs) and Sunday (1hr)

Salary: £12 per hour

Line Manager: Director

Role:

1. The Housing Manager will be responsible for our 2 bedded flat:
Flat 15
125 Alma Way
Birmingham
B19 2LQ
2. In addition to direct service delivery, the housing manager is responsible for the facilitation of housing management services. This includes managing and training the team to enable an effective and efficient delivery of the overall housing project.
3. The Housing Manager is responsible for the following ten areas of the housing management service to the residents: rent collection, accounting, arrears recovery, responsive repairs, major repairs, cyclical repairs, estate management, occupancy management and occupant participation.

Responsibilities:

Void Control:

1. Receive licensee applications and manage the property viewing.
2. Selection of licensee ensuring that good practice and equality of opportunity is followed.
3. Issue licensee offers and ensure they are completed properly.
4. Maintain waiting lists and ensure that voids are kept to a minimum.
5. Manage vacancy generation and licensee termination.
6. Inspect empty dwellings and specify repair works needing to be carried out.
7. Arrange for repairs of empty dwellings and manage repairs contractors.

Rent Collection:

1. Where required, collect, record and bank rent and service charges.
2. Monitor payment of rent and service charges.
3. Ensure that housing benefit claim forms have been correctly completed to ensure prompt payment of rent by licensee.
4. Gather any data and budgetary information requested for the reviewing and setting of annual rent levels.

5. Liaise with the housing benefit department to ensure prompt payment of rent by the occupant.

Accounting and Arrears Recovery:

1. Ensure that rent and service charge arrears are collected.
2. Monitor non-payment of rent and take relevant action on arrears.
3. Liaise with the housing benefit department to ensure that rent arrears do not accrue on the occupant's part.
4. Provide general advice to occupants regarding benefit entitlement to minimise the risk of rent arrears.

Responsive, Major and Cyclical Repairs:

1. Inspection and reporting of day-to-day repairs and estate maintenance.
2. Ensure repairs and estate maintenance issues are identified and appropriate action agreed and implemented with Board of Trustees approval.
3. Plan cyclical maintenance tasks including obtaining quotes and liaising with contractors.
4. Monitor progress on repairs and supervise work to be done.
5. Ensure agreed repairs and maintenance are carried out promptly and to a high standard.

Estate Management:

1. Ensure that the dwelling (including the curtilage) is kept in a clean and tidy condition (inside and out).
2. Monitor the provision of housing services such as heating, provision of furniture, etc.
3. Purchase of replacement household items.
4. Maintain common areas, including litter picking, removing graffiti and refuse disposal.
5. Patrol the dwelling and curtilage, reporting repairs and discourage crime and anti-social behaviour.
6. Carry out risk assessments and hazard reporting relating to the property and its curtilage in line with health and safety policy and procedures.
7. Ensure that fire and other equipment is regularly serviced, tested, and complies with health and safety requirements.
8. Liaise with relevant authorities, Board of Trustees and the Director to ensure that all aspects of health and safety are implemented, including ensuring that fire drills are carried out as required.
9. Ensure the property is maintained in a secure condition, conducting regular checks on the property, and undertaking and securing outside doors.

Occupancy Management:

1. Ensure the licensee understand their licence agreement, their rights, and obligations.
2. Ensure the licensee comply with the terms of their licence agreement.

3. Ensure all breaches of the licensee are investigated and appropriate action taken.
4. Oversee the administration and maintenance of licence agreements providing information and advice on issues as they arise.
5. Assist with the administration and maintenance of licence agreements providing information and advice as they arise.
6. Action any failures regarding licence compliance in cases where an eviction and termination notice is proposed against the licensee.
7. Provide reports on licensee compliance to the relevant staff member in cases where an eviction/termination notice is proposed against the licensee.
8. Regarding property management functions, liaise and jointly work with external agencies as required i.e. licensing, environmental health, planning, building control, housing benefit, etc.

Occupant Participation:

1. Liaise, consult with, and actively advance licensee meetings, encouraging participation in decision-making processes that affect the running of the property.
2. Encourage and assist licensee participation, consultation and ensure they play a part in the smooth running of the property.

Standards:

1. You will be open in your communication with all the team and work to the highest standards of professionalism.
2. Our Christian motivation, ethos and values are in our DNA – we worship and pray together.
3. You will be an active Christian, committed to social action aimed at transforming lives.