



Providence Row Housing Association

15a Kelsey Street

London E2 6HD

HEAD OF HOUSING MANAGEMENT AND PROPERTY SERVICES PRHA

Post	Head of Housing Management and Property Services
Responsible to	Director of Operations
Responsible for	Property Services and Housing Management teams
Job Purpose	The Head of Housing Management and Property Services is responsible for the effective day-to-day management and delivery of PRHA's Housing Management and Property Services functions. The post holder will lead and develop both teams, ensuring that housing and property services are responsive, well managed, compliant and focused on delivering good outcomes for residents. The post holder will be responsible for the effective management of housing management services, including rent and income collection, arrears, voids, lettings, tenancy management, ASB, tenancy sustainment, complaints and resident issues. The post holder will also be responsible for property services, including responsive repairs, planned maintenance, property compliance, contractors, consultants, stock condition information and the effective management of property-related risks. The post holder will monitor service performance, identify areas for improvement and ensure that agreed policies, procedures, standards and performance targets are delivered. The post holder will work closely with the Director and other managers to ensure that the Association's housing and property services meet regulatory, legal, contractual and organisational requirements.



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Objectives of the Post	• To provide effective leadership and management of the Housing Management and Property Services teams. • To ensure that effective, responsive and resident-focused housing management and property services are delivered. • To ensure that services comply with relevant legislation, regulatory requirements, Association policies and agreed service standards. • To manage and monitor service performance and take appropriate action where standards or performance targets are not being achieved. • To ensure that resident feedback, complaints and service performance information are used to improve services. • To manage delegated budgets effectively and ensure value for money. • To ensure that appropriate systems of monitoring, audit and quality assurance are in place across Housing Management and Property Services. • To identify and manage operational risks within the areas of responsibility and escalate significant risks appropriately. • To ensure effective management of staff, contractors and consultants within the post holder's areas of responsibility. • To contribute to the development and implementation of the Association's strategic and business plans in relation to Housing Management and Property Services.
Responsibilities- Housing Management	• Housing Management and Tenancy Services • To provide effective leadership and management of the Housing Management team and ensure that



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	housing management services are delivered consistently and effectively. • To ensure that effective arrangements are in place for the management of tenancies, including tenancy sustainment, tenancy enforcement and tenancy changes. • To ensure that void properties are managed effectively, including monitoring re-let times, void loss, property readiness and the effective coordination of housing and property services. • To ensure that appropriate systems are in place for the effective management of rent and service charge accounts and the recovery of arrears. • To monitor income collection performance against agreed targets and ensure that appropriate action plans are implemented where performance is below target. • To ensure that Housing Benefit, Universal Credit and other relevant income-related matters are managed effectively within the Association's housing management processes. • To ensure that appropriate action is taken to prevent and manage rent arrears, while taking account of residents' circumstances and tenancy sustainment. • To ensure that Anti-Social Behaviour and tenancy-related issues are managed effectively and in accordance with Association policies and relevant legal and regulatory requirements. • To ensure that effective arrangements are in place for dealing with safeguarding concerns arising within Housing Management and that appropriate referrals and escalation take place. • To ensure that complaints relating to Housing Management are dealt with effectively, within
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	agreed timescales and that learning is used to improve services. • To monitor Housing Management performance against agreed KPIs and other relevant performance information and report significant issues to the Director. • To ensure that housing management records and data are accurate, complete and maintained in accordance with Association requirements. • To ensure that relevant Housing Management policies and procedures are reviewed and updated as required. • To work effectively with support staff, project staff, external agencies and other partners where this is necessary to support effective tenancy management and resident outcomes.
Responsibilities-Property Services	Repairs, Maintenance and Property Management • To provide effective leadership and management of the Property Services team. • To ensure that an effective, responsive and value-for-money repairs and maintenance service is provided to residents. • To monitor responsive repairs performance against agreed KPIs, including completion times, quality, first-time fix performance, resident satisfaction and contractor performance. • To ensure that repairs complaints and recurring repair issues are identified, investigated and used to improve service delivery. • To ensure that an effective emergency and out-of-hours repairs service is maintained.



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	• To oversee the management and performance of contractors and consultants engaged by the Association in relation to Property Services. • To ensure that contractors comply with agreed specifications, contractual requirements, health and safety requirements and expected standards of conduct. • To oversee the procurement and appointment of contractors and consultants within delegated authority and in accordance with the Association's financial and procurement procedures. • To ensure that planned maintenance and major repair programmes are effectively planned, monitored and delivered. • To ensure that accurate and current information is maintained on the condition of the Association's properties and that this information informs repairs, maintenance and investment decisions. • To ensure that completed major works and relevant property information are accurately recorded. • To ensure that appropriate property inspections, surveys and stock condition assessments are undertaken. • To ensure that effective arrangements are in place for the management of property-related risks and statutory compliance. • To ensure that relevant building and property safety requirements are met, including appropriate arrangements for fire, gas, electrical, asbestos, water and other applicable safety requirements. • To ensure that damp, mould and other property-related hazards are identified, investigated and addressed appropriately. • To monitor Property Services expenditure against agreed budgets and ensure that appropriate
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	controls are in place to manage costs and achieve value for money. • To ensure that performance information relating to Property Services is accurate, timely and used to identify areas for improvement. • To ensure that residents are kept appropriately informed about repairs, planned works and other property-related matters. • To work with other organisations where appropriate to secure value for money through joint procurement or other collaborative arrangements.
Performance Quality and Service Improvement	• To establish and monitor appropriate performance measures for Housing Management and Property Services. • To analyse performance information, resident feedback, complaints and other service information to identify trends, risks and areas for improvement. • To develop and implement action plans where service standards or performance targets are not being achieved. • To ensure that appropriate quality assurance, audit and checking arrangements are maintained across both services. • To ensure that service policies and procedures are reviewed regularly and amended where required to reflect legislation, regulation, good practice and operational requirements. • To ensure that learning from complaints, incidents, audits and service failures is identified and acted upon. • To contribute to the Association's resident involvement and engagement arrangements and ensure that residents have appropriate opportunities to influence the services provided.



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Compliance and Risk	• To ensure that Housing Management and Property Services comply with relevant legislation, regulatory requirements, contractual obligations and Association policies. • To maintain effective arrangements for identifying, monitoring and managing operational risks within the areas of responsibility. • To provide appropriate information and assurance to the Director on significant compliance, performance and operational risks. • To ensure that appropriate action is taken where risks, compliance issues or service failures are identified. • To ensure that staff within the two teams understand and comply with relevant policies, procedures, legal requirements and professional standards. • To support the Association in meeting the requirements of the Regulator of Social Housing's Consumer Standards and other applicable regulatory requirements.
Department Management	• To manage, motivate and develop staff within the Housing Management and Property Services teams. • To ensure effective recruitment, induction, supervision, performance management, appraisal and development of staff. • To monitor staff performance and conduct and take appropriate action where required. • To ensure that staff have the appropriate skills, knowledge and training to carry out their responsibilities effectively. • To promote effective communication and joint working between Housing Management and Property Services.



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	• To manage delegated revenue and capital budgets effectively and ensure appropriate financial controls are maintained. • To manage consultants and contractors within the post holder's areas of responsibility. • To ensure that appropriate business continuity and operational arrangements are in place for the services for which the post holder is responsible. • To attend management meetings and other meetings as required and represent the Association at external meetings relevant to the post. • To provide accurate and timely reports and information to the Director and Senior Management Team as required. • To undertake any other duties commensurate with the level of responsibility of the post.