**Yorkshire Housing Role Profile**

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| **Job title:** | Place Manager | **Leader of others:** | No |
| **Reports to:** | Place Team Manager (Tenancy Management)  | **Contract type:** | Agile |
| **Business Area** | Place | **Budget holder?** | No |

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| **Job purpose** |
| The post holder will be responsible for managing our places using a “Total Place” approach across an allocated area (with the ability to flex and support the wider team across Yorkshire). You’ll spend the vast majority of your time in our communities. You will be a key support and visible contact of Yorkshire Housing and you’ll ensure our customers live in a home and place they are proud of.You will be a solutions focused problem solver and deal with tenancy related issues for our customers and be a key conduit, voice and liaison for other internal/external teams/agencies. You will make a difference to peoples lives addressing by working in partnership to bring joint solutions to place problems but also by planning neighbourhood improvements.This role, is more than dealing with day to day cases, you will use your tenancy knowledge, data and best practice to deliver second to none services for customers. A key accountability of the role will be developing Place Plans that deal with issues that are important to our customers and communities. You’ll have key accountability for increasing customer satisfaction and other customer service related metrics. Key values in the role are #makeithappen and #achieveimpact |

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| **Key responsibilities** |
| * Spend 80 per cent of your time out in our places
* Take total responsibility for your patch – that includes making sure YH services are delivered to a high standard and that any works in communal areas are undertaken.
* Complete cold/hot tenancy checks and other relevant checks to ensure tenancy obligations are being adhered to and our data collection is up to date.
* Being the face of Yorkshire Housing taking ownership and responsibility for customer enquiries whatever they are about
* Undertake welcome visits and other visits to ensure tenancy sustainability.
* Identify when customers are not meeting their tenancy obligations and put in place action plans to resolve, including the management of low level ASB and tenancy breaches
* Refer enforcement cases to the Enforcement team at the right time, ensuring customers are supported and clear on the handover to a new team
* Identify any support needs for individual customers and refer internally or externally as necessary, including making safeguarding referrals and tenancy sustainability referrals.
* Ensure that risks (including gas and electrical compliance) are identified and managed, and that all regulatory and statutory requirements are met.
* Develop, update and co-ordinate Place Plans, to strategically tackle customer issues, to increase tenancy sustainability, customer satisfaction and reduce turnover
* Proactively collect, analyse and use data in conjunction with Place Strategy Officers to identify key trends and to prioritise relevant objectives of Place Plans.
* Proactively develop and sustain positive working relationships with key stakeholders and partners to tackle root causes of customer dissatisfaction and tenancy sustainability, this includes partnerships with local police, local authorities and other agencies and organisations .
* Work and contribute to investment/other projects when required.
* Proactively and effectively respond to and reduce complaints, ensuring a focus on de-escalation and customer satisfaction.
* Ensure all services are delivered in a tailored manner taking into account our customers diverse needs.
* Proactively identify spend and research other funding opportunities to improve communities .
* Maintain and continually develop knowledge and awareness of broader community and tenancy management related issues including case law, best practice, current legislation and national initiatives
* Responsibility for ensuring all records both digital/electronic and manual are updated promptly and accurately
* The above list of duties is neither exhaustive nor exclusive. The post holder is expected to undertake duties commensurate with the responsibility level of this post as directed
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| **What you’ll bring to the role** |
| **The main things:** |
| * Experience of working with customers in a frontline housing role, with experience in dealing with tenancy management issues
* Experience of successful delivery of outcomes through partnership working
* Experience of involving and engaging customers and stakeholders to achieve great results together
* Previous experience of taking ownership of, dealing with and de-escalating complaints.
* Knowledge of dealing with anti-social behaviour complaints
* A passion for customer care and providing customers a voice and making tangible differences to peoples lives.
* Experience in a customer service environment and resolving complex customer cases and challenging situations, demonstrating empathy, sensitivity and diplomacy.
* Awareness of customers diverse needs
* Flexible and adaptable approach to  a changing and varied workload and working hours in order to achieve goals and priorities
* Previous experience of being able to influence to deliver positive outcomes.
* Demonstrable experience in the ability to write and communicate clearly and appropriately to different audiences.
* Ability to gather, record, understand, and analyse data, using manual and electronic systems including microsoft packages.
* Good organisation and time management skills
* Ability to prioritise, manage your own workload and to meet deadlines
* Full UK driving license and access to a car for business purposes
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| **It would be a bonus if you have:** |
| * Experience working with diverse communities and delivering community focused outcomes for minority/disadvantaged groups
* Knowledge of communities and demonstrable experience in dealing with tenant sustainability in an area.
* Previous experience identifying and dealing with safeguarding issues
* Previous experience analysing data and producing formal reports
* Project management experience
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| **Our values:** |
| Our values describe what matters most to us, and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work. **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.**Be curious** • Think differently • Ask questions • Keep learning.**Make it happen** • Own it • Do it • Be empowered.**Achieve impact** • Do things that matter • Deliver results • Show pride and passion.**Have fun** • Enjoy work • Be yourself • Stay connected.We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles.  |