L&Q Group

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| **Role title** | Regional Manager | | | | | | | **Date** | | November 17 | | |
| **Reports to Title** | Assistant Director, Neighbourhood Services | | | | | | | **Version** | |  | | |
| **DBS Disclosure Required:** | **Yes** |  | **No** | **\*** | **Standard** |  | **Enhanced** |  | **Enhanced +** | |  | |
| **Responsibility for End Results** | | | | | | | | | | | | |
| **Purpose:** Ensure the delivery of a responsive, efficient, customer focused and agile property management and facilities management services to mixed tenure customers and prospective customers through effective leadership and management of resources. Representing and championing the Trust and its values whilst contributing the financial strength and customer experience. | | | | | | | | | | | | |
| **Key Responsibilities / Deliverables:** | | | | | | | | | | | | |
| **Main Accountabilities:** List in order of priority, the major activities or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%. | | | | | | | | | | | | ***Time***  ***(%)*** |
| 1. Manage the property management and caretaking teams, in line with L&Q values to ensure delivery of the highest level of customer service. Ensure the team provide a professional and knowledgeable service, to internal and external customers and ensure issues are resolved efficiently and effectively. | | | | | | | | | | | |  |
| 1. Take ownership to ensure own performance and team performance contributes positively towards team objectives, key performance of the business and customer experience by providing a proactive and customer focussed service.   Areas of responsibility include:   * Property and Estate Management, * Tenancy Management. * Complaints Management * Stakeholder Management * Leasehold Management * Risk Management * Caretaking. * Including other tasks associated with the role. | | | | | | | | | | | |  |
| 1. Work collaboratively with internal colleagues and teams to ensure an effective, efficient and customer focussed delivery of the Housing Management and Facilities Management service. | | | | | | | | | | | |  |
| 1. Develop, maintain and influence relationships with key stakeholders and partners, promoting and representing L&Q at meetings/ events. | | | | | | | | | | | |  |
| 1. Prepare, manage and control budgets for activities managed whilst having regard for financial strength at all times. | | | | | | | | | | | |  |
| 1. Ensure own compliance in respect of governance and adherence to relevant statutory and regulatory provisions and internal policy and procedure. Keep up to date on all legislative and regulatory issues that impact the role. This includes ensuring financial probity and identifying potential fraud. | | | | | | | | | | | |  |
| 1. Take responsibility to maintain and review the necessary written/ electronic records and systems, ensuring team members are utilising the systems correctly. | | | | | | | | | | | |  |
| 1. Manage risks associated with areas under the jobholder’s control including but not limited to the risks in respect damaging L&Q's reputation through case or property management. | | | | | | | | | | | |  |

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| **Financial Responsibility:** Enter below any revenue, operating or capital budgets for which the role is accountable. £0.5m - £1m | | |
| **People Responsibility:** Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range. | | |
|  | ***Direct Reports*** | ***Indirect Reports*** |
| **Total** **Employees** | 3 - 8 | 10-20 |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities: *Limited but varied support service contractors sometimes working through Service Level Agreements (SLAs), e.g. counselling service providers, 3rd sector, security, managing agents, lawyers*. | | |
| **Technical Knowledge/Skills** | | |
| List of technical knowledge/skills required to successfully perform the job role; including professional qualifications | | |
| * Demonstrable experience of managing a team, delivering a responsive, efficient, high quality and customer service in a demanding, public facing environment whilst delivering against defined objectives. * Ability to personally deliver as well as motivate team members and colleagues to always ensure excellent customer service to our residents and stakeholders. | | |
| * Housing sector experience and knowledge on all aspects of   Case Management - Tenancy/Leasehold management, and Anti-Social behaviour, Domestic Violence and Vulnerable Residents and Safeguarding.  Property Management – Facilities Management, Communal Inspections and Service Charges  Including relevant Housing and Immigration Law and Welfare Reform.  Risk Management for high profile schemes | | |
| * Highly developed relationship management or stakeholder engagement skills, with the ability to influence, deal with difficult behaviours and conflict management. | | |
| * Highly developed financial and commercial acumen. | | |
| * Excellent communication and presentation skills, with the ability to handle complaints and communicate verbally and in writing in a positive manner. | | |
| * Strong IT Skills – MS Office suite, CRM and internal computer systems and devices. | | |
| **L&Q Values** | | |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions. | | |
| **People** | | |
| * We care about the happiness and wellbeing of our customers and employees | | |
| **Passion** | | |
| * We approach everything with energy, drive, determination and enthusiasm | | |
| **Inclusion** | | |
| * We draw strength from our differences and work collaboratively | | |
| **Responsibility** | | |
| * We own problems and deliver effective, lasting solutions | | |
| **Impact** | | |
| * We measure what we do by the difference we make | | |
| **Other** | | |
| * Commit to supporting L&Q’s environmental policy and social mission * I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks | | |