

JOB DESCRIPTION

JOB TITLE: Housing & Support Operations Manager
(South West)

LOCATION: Across Derventio Housing Trust's offices and project locations

ACCOUNTABLE TO: Head of Service – Housing & Support (South West)

All contracts are based on a 40 hour week (pro rata + or -)

This role requires the successful candidate to undertake an Enhanced Disclosure and Barring Service (DBS) check and disclose information which would otherwise be considered spent under the Rehabilitation of Offenders Act 1974.

You must be prepared to wear an ID Badge and Security Tag.

JOB PURPOSE

The Housing & Support Operations Manager plays a key leadership role in delivering safe, high-quality, person-centred Housing and Support Services across the South West region.

Reporting to the Head of Service, you will provide day-to-day operational leadership, ensuring Housing and Support Services are delivered safely, efficiently and in accordance with contractual, regulatory and organisational requirements.

You will lead Team Leaders and frontline employees, oversee service performance, workforce planning, safeguarding, quality assurance and operational compliance, whilst promoting a culture of accountability, continuous improvement and excellent customer service.

Working closely with the Head of Service and wider management team, you will help develop employees, strengthen partnerships and ensure residents receive outstanding housing and support services that enable them to move towards greater independence.

You will participate in the management on-call rota.

Essential:

- Work collaboratively as part of Derventio's operational management team.
- Demonstrate Derventio's values of Integrity, Transforming and Proactive in everyday practice.
- Act in accordance with Company policies, procedures and regulatory requirements.
- Maintain high standards of professionalism, confidentiality and leadership.
- Excellent organisational and people management skills.
- Strong communication and interpersonal skills.
- Ability to motivate and develop employees.
- Good IT skills, including Microsoft Office and housing management systems.
- Commitment to delivering high-quality services and continuous improvement.

PROFESSIONAL REGISTRATION, COMPETENCE & CONDUCT

This role is subject to the Social Housing Competence and Conduct Standard.

The postholder must hold, or be actively working towards, an approved **Level 4 qualification in Housing (or an equivalent recognised qualification)**, commencing within six months of appointment where not already held.

The postholder will be expected to maintain ongoing **Continuing Professional Development (CPD)** to ensure their knowledge, skills and professional competence remain current and reflect evolving legislation, regulation and best practice.

The postholder must also comply with Derventio Housing Trust's **Code of Conduct**, demonstrating integrity, professionalism, accountability, empathy and respect in all interactions with residents, colleagues, partners and stakeholders.

The postholder is expected to uphold the highest standards of professional behaviour and to contribute positively to a culture of learning, continuous improvement and excellent resident service.

DUTIES AND RESPONSIBILITIES OF THE POST

The principal duties and responsibilities of this role will include, but are not limited to, the following:

Leadership & People Management

1. Provide day-to-day operational leadership of Housing and Support Services across the South West region.
2. Lead, support and develop Team Leaders, Senior Housing Officers and Housing Officers, ensuring high standards of performance, wellbeing and professional development.
3. Carry out regular supervision, coaching, performance management and development reviews, recognising achievement and addressing underperformance appropriately.
4. Support the recruitment, induction and retention of employees, helping to build a skilled, motivated and high-performing workforce.
5. Plan and coordinate staffing resources to ensure services remain safe, effective and appropriately staffed.

Operational Service Delivery

6. Ensure Housing and Support Services consistently deliver safe, high-quality, person-centred services that meet contractual, regulatory and organisational standards.
7. Monitor operational performance, ensuring agreed service standards, KPIs and contractual targets are achieved.
8. Lead regular operational meetings, ensuring clear communication, shared learning and consistent implementation of organisational priorities.
9. Ensure accurate operational records, reports and performance information are maintained and submitted within required timescales.
10. Participate in the management on-call rota and provide operational leadership during incidents when required.

Resident Outcomes

11. Ensure residents receive high-quality housing management, support, resettlement and tenancy sustainment services that promote independence and positive outcomes.
12. Monitor support quality, case management and resident outcomes through audits, supervision and performance reviews.
13. Ensure prompt and appropriate action is taken in response to complaints, safeguarding concerns, incidents and breaches of licence agreements or tenancies.
14. Work collaboratively with the Income Recovery Team to minimise rent arrears and maximise tenancy sustainment.
15. Ensure void properties are managed efficiently, working with internal departments to minimise void periods and maximise occupancy.

Quality, Compliance & Property Standards

16. Promote high standards of safeguarding, Health & Safety, professional boundaries and regulatory compliance throughout Housing and Support Services.
17. Ensure maintenance, health and safety and property standards issues are identified promptly, appropriately prioritised and effectively progressed in partnership with the Property Standards Team.
18. Carry out quality assurance activities, audits and service reviews, implementing improvements where required.
19. Maintain an up-to-date knowledge of housing legislation, supported housing guidance and sector best practice, ensuring learning is embedded within the team.

Partnerships & Service Development

20. Develop and maintain positive working relationships with local authorities, commissioners, probation, health services, adult social care and other partner agencies.
21. Promote collaborative working across all Derwentio departments to ensure residents receive joined-up, high-quality services.
22. Identify opportunities to improve operational efficiency, service quality and resident outcomes through innovation and continuous improvement.

Corporate Responsibilities

23. Promote Derventio's vision, values, equality, diversity and inclusion in all aspects of service delivery.
24. Ensure compliance with Company financial regulations, standing orders, policies and procedures, particularly Health & Safety, Confidentiality, Data Protection, Professional Boundaries and Customer Care.
25. Understand how the role contributes to Derventio Housing Trust's strategic objectives and be accountable for delivering services in the most efficient, effective and sustainable manner.
26. Undertake any other reasonable duties commensurate with the level and responsibilities of the post.

DEVELOPMENT AND TRAINING

To actively participate in leadership development, mandatory training, supervision and continuous professional development, ensuring knowledge and skills remain current and support the delivery of excellent operational services.

HEALTH & SAFETY

To comply with all relevant Health & Safety legislation, policies and procedures, ensuring the safety of residents, employees, contractors and visitors.

EQUALITY & DIVERSITY

To promote equality, diversity and inclusion in all aspects of employment and service delivery, ensuring services are accessible, respectful and responsive to everyone.

CONFIDENTIALITY, DATA PROTECTION & GDPR

To maintain the highest standards of confidentiality and comply with the Data Protection Act 2018, UK GDPR and Company policies when handling confidential or sensitive information.

PROFESSIONAL BOUNDARIES

To maintain professional boundaries at all times with residents, colleagues, contractors, partner organisations and other stakeholders in accordance with Company policy.

SAFEGUARDING

To actively promote safeguarding by recognising concerns, taking appropriate action and ensuring Derventio Housing Trust fulfils its safeguarding responsibilities towards adults and children at risk.

AGREEMENT OF JOB DESCRIPTION

I understand and accept the duties and responsibilities contained within this Job Description.

Employee Name: _____

Signature: _____ Date: _____