

# NOTTINGHAM ARIMATHEA TRUST

## Job Description: Housing Manager

**SALARY:** £25955per annum

**HOURS:** 3 days / 22 hours per week

**LOCATION:** All Souls Community Centre and Trust Properties

### PURPOSE OF THE POST

To provide housing management services for the trust in terms of managing the occupancy, quality and supply of housing occupied by the trust. To also work with the CEO and other staff on identifying suitable new properties for the trust to manage and therefore increase NAT's housing stock.

### MANAGEMENT

This post is line managed by the Chief Executive Officer.

### MAIN DUTIES AND RESPONSIBILITIES

#### 1. Housing Management of Properties

- Duties include undertaking house inspections, including in residents bedrooms
- To undertake void property and room checks, and get properties ready for a new resident.
- To ensure the trusts compliance with the HMO licenses held or needed for new properties.
- To identify maintenance works to keep properties in good repair.
- To lead a team of volunteers to undertake maintenance tasks, with a focus on engaging the trusts residents in this activity.
- To liaise with residents around access to properties for repairs in a respectful manner
- To liaise with contractors and gain estimates for substantial or specialist work
- To book repairs with contractors, including access arrangements for the repairs to be undertaken

#### 2. Working with NAT Residents

- Undertake monthly house meetings in each shared house run by the Trust, and mediate where necessary to resolve issues.
- Undertake monthly inspections of properties and record all issues, and liaise with landlords and contractors on repairs.
- Provide fire safety briefings for all new residents and repeat on a six monthly basis.
- Liaise with other members of NAT Staff over issues with residents and properties
- Report back to residents on progress of issues at their home
- Liaise with residents for access to properties for trades people / inspections / smoke alarm testing.

#### 3. Maintaining Records

- To keep clear records of all house meetings.
- To record utility meter readings and feedback to utility companies
- To undertake smoke alarm testing and recording of the results, with contractors called for any problems uncovered.

#### 4. Liaise with members of the public

- To collect donations of household items, being courteous and respectful at all times.
- To manage our storage of donated items, ensuring they are suitable for re-use.
- To organise with local churches, charities and businesses opportunities for team building events to help with larger maintenance tasks.

#### 5. Maintaining Supplies

- To maintain the store of donated items
- To prepare bedding packs for new residents
- Purchasing of cleaning materials and distributing stock to destitute housing provision.

### PERSON SPECIFICATION

#### Requirements

#### Essential/Desirable

#### *Qualifications / Education / Knowledge*

Knowledge of building regulations to keep properties compliant	Essential
Knowledge of HMO regulations to keep properties complaint	Essential
IT experience in using Word, Excel and Email	Essential

#### *Experience*

Experience of monitoring building refurbishment	Essential
Experience of working with contractors to maintain properties	Essential
Experience of working with and managing volunteers	Essential
Experience of being a volunteer	Desirable
Experience of working with refugees and asylum seekers	Desirable

#### *Abilities*

Ability to relate to a wide range of people	Essential
Excellent communication skills	Essential
Ability to empathise and work co-operatively with volunteers and others	Essential

#### *Personal Qualities*

Open, warm, friendly, compassionate with a clear sense of boundaries	Essential
Willingness to work flexible hours including occasional evenings and week-ends	Essential
Full driving license and use of car/van for work	Desirable