

Job Description

Job Title:	Housing Manager
Location:	Boaz Trust, Kath Locke Centre, 123 Moss Lane East, Manchester M15 5DD
Salary:	Band 2 £23,300-26,750 (Sept 2017)
Hours of work:	37.5 hours per week, usually worked from Monday- Friday Occasional evening and weekend work may be required
Holidays:	25 days per annum, plus 8 statutory / bank holidays
Benefits:	Pension scheme and travel expenses
Responsible to:	The Chief Executive
Contract length:	Permanent (subject to funding)
Probation period:	Reviewed at 6 months

Main purpose of the role:

In accordance with the Christian ethos and values of the Boaz Trust:

- To provide excellent housing management services for the Boaz Trust, managing the quality and supply of safe and secure housing for destitute asylum seekers and refugees
- To work with the CEO in identifying suitable new properties for the Boaz Trust, thus increasing our housing stock and the number of bed spaces we have available
- To oversee the expansion of our refugee housing project, ensuring that it is bringing regular income to the organisation and enabling refugees to flourish and thrive here in the UK
- To play a supportive and collaborative role working alongside the wider staff team in our mission, which is to end destitution amongst asylum seekers and refugees, empower people seeking sanctuary and equip churches and others to support people seeking sanctuary in their communities and congregations

Specific duties and responsibilities:

A. Housing management

1. To keep abreast of changes in housing, health and safety and immigration legislation which may impact the work of the organisation, ensuring compliance across all areas. This will include guidance and legislation relating to HMO licensing and any other local landlord licensing schemes

2. To work with the Chief Exec in actively seeking new opportunities to increase our supply of accommodation as well as responding in a timely and appropriate way to any offer of new housing (following the agreed Boaz procurement procedure)
3. To manage the housing budget, working with the finance manager and other staff and trustees to manage and monitor income and expenditure
4. To manage our relationship with house owners (individuals and housing associations) ensuring that, at all stages of the relationship (from initial conversations, through the process of taking on and managing a new property, and then returning the property at the end of the lease), communication is clear and standards of care and work are excellent
5. To participate proactively in the Trustees housing sub group, serving as secretary and providing up to date reports and information as required by the group
6. To undertake regular house and grounds inspections, to ensure compliance with health and safety and fire regulations. This will include timely completion of gas and electrical safety checks and legionella testing and any other regular checks as well as void property and room checks, ensuring vacant rooms are ready for new clients
7. To liaise directly with residents around access to properties for repairs in a respectful manner and to report back to clients and Boaz support workers as appropriate on progress of repairs / maintenance / other issues at their home
8. To liaise directly with Arawak Walton Housing Association and contractors, gaining estimates for substantial or specialist work, booking repairs and making access arrangements when appropriate, and overseeing works from start to finish, ensuring properties are safe and secure and in a good state of repair
9. To manage the purchasing and storage of cleaning materials and other housing consumables (e.g. light bulbs) and distribution of stock to houses
10. To ensure all relevant records are kept up to date and maintained appropriately

B. Refugee resident support- ensuring sustainable income for the Boaz Trust

11. To ensure smooth and timely collection of rent in liaison with Arawak Walton, developing internal processes and policies to deal with and minimise arrears, working with the Finance Manager to ensure that our partnership with Arawak Walton (and any other housing associations) is working satisfactorily
12. To work with Boaz refugee support workers to ensure that tenants are receiving the appropriate level of support while in Boaz accommodation, and should their support needs change, to work collaboratively to facilitate progression to more appropriate longer term accommodation
13. To work with Boaz refugee support workers to deal with any tenancy related issues, including rent arrears, antisocial behaviour, and any other activities which may jeopardise tenancies. This may include serving notice to clients where this becomes necessary and working through the eviction process, including attending court

C. Engaging with supporters, volunteers and the wider community

14. To manage the collection and storage of suitable donations of household items, being courteous and respectful at all times
15. To work with other staff members to organise volunteers (including, for example, groups from local churches and businesses) to help with larger maintenance tasks, or any other housing related volunteer opportunities
16. To develop and maintain positive relationships with other organisations (local and national, statutory and voluntary), attending meetings and other opportunities to develop and promote our work

17. To work collaboratively with other frontline staff to ensure past, present and potential asylum seeking and refugee clients are dealt with professionally and appropriately

D. Role and responsibilities within the daily life and working of the wider team

18. To be committed to and supportive of the Boaz Trust's values and ethos

19. To participate in daily prayers/team meetings, ideally taking turns to lead

20. To work collaboratively and communicate effectively with other Boaz staff and volunteers whenever necessary

21. To comply with Boaz Trust policies and procedures

22. To participate in the full life of the team which will include sharing in provision of office cover and admin tasks, participating in away days and other times of team reflection, planning and development where appropriate

Specific requirements:

The post-holder will ideally have their own transport, and will be expected to use it in carrying out some of the job duties above. Mileage will be refunded.

Note: This role description is not intended to be an exhaustive list, and it is expected that you will be flexible and willing to participate in duties which are broadly in line with the above responsibilities. This job description does not form part of the employment contract and we reserve the right to review it with the post-holder as necessary.

Person specification

Job Title: Housing Manager		
Specification	Essential	Desirable
1. Education/ Knowledge	<p>A levels or equivalent qualification</p> <p>Knowledge of building and HMO regulations</p> <p>Knowledge of housing regulation</p>	Relevant degree or professional study
2. Proven experience	<p>Experience of monitoring building refurbishments and working with contractors to maintain properties</p> <p>Effective team-working, maintaining supportive relationships and contributing positively to team formation and function</p> <p>Independent working, using appropriate levels of judgement and initiative</p>	Working with refugees and asylum seekers in a paid or voluntary capacity (or demonstrably transferable experience gained working in the wider homeless / housing sector)
3. Skills and abilities	<p>Confident, accurate and sensitive oral and written communication skills</p> <p>Ability to relate to a wide range of people</p> <p>Time management and ability to manage and prioritise own workload</p> <p>Proficient in the use of Microsoft Word, Excel, email, databases and the internet</p> <p>Problem solving approach to work</p> <p>Understanding of healthy working practices</p>	<p>Understanding of asylum issues in the UK</p> <p>Understanding of the local refugee sector</p>
4. Attributes	<p>Positive 'can-do' attitude</p> <p>Empathetic and patient approach when working with vulnerable people</p> <p>To take pride and have a professional approach in your work</p> <p>An open and accepting approach to all, regardless of religion, ethnicity, disability, age, gender or sexuality</p> <p>Entirely empathetic with the Christian values and aims of the Trust</p>	Practising Christian

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Specification	Essential	Desirable
5. Additional requirements	Willingness to occasionally work outside office hours Ability to work flexibly- showing a willingness to support team members in different areas of our work Clean UK driving license	