

Role Profile – Area Manager

Role Title	Department	Reports to
Area Manager (Operational Services)	Customer Services	Operational Head of Service

Role Purpose

Reporting to the Area Operational Head of Service, the post holder will manage all functions within a defined geographical area. The role will have operational responsibility for assisting in the delivery of strategic objectives, engaging with customers and internal and external stakeholders and the overall management of development based services within the area.

Key Responsibilities and Accountabilities

Customer Service

- Ensure a consistent approach is taken in managing all customer engagement functions
- Contribute to the continual development of Customer Services policies and procedures
- Take ownership for complaints, concerns and compliments, focusing on providing the right solution, keeping customers up to date with progress
- Ensure that tenant and service user participation and consultation is undertaken as appropriate and initiatives are promoted, supported and implemented

Management of Developments

- Providing line-management for development based managers and Peripatetic Managers where required
- Identify and progressing estate management issues, where required, to ensure satisfactory solutions
- Line-management and support of staff holding Registered Manager status for care and support related services

Rent Management

- Responsible for rent management within a geographical area and ensure that appropriate action is taken to continually reduce rent arrears
- Work with colleagues to develop and review rent management policies and procedures

Allocations Management

- Responsible for allocations and void management within a geographical area
- Contribute to the development of housing allocations systems and procedures
- Work with colleagues with the aim of continually reducing void levels

Quality and Compliance

- Ensure all services meet and maintain quality standards outlined by the appropriate regulatory bodies.
- To ensure organisational customer standards are maintained across all services in a geographical area

Other

- Work with colleagues across all areas of the business as required to support the delivery of corporate objectives
- Regularly review procedures or systems with your team and colleagues to identify improvements that simplify processes and decision making
- Lead and participate on key areas of policies and procedures as required
- Provide support to the Head of Service as and when required

Health and Safety and Equality and Diversity

- Ensure you and the people in your team understand their responsibilities for Health and Safety at work. Also ensuring adherence to relevant policies, procedures, regulations and legislation relating to health and safety and equality and diversity, taking prompt corrective action to address and resolve issues identified
- Ensure you and the people in your team operate with an awareness of inclusiveness, equality and diversity in all areas of responsibility

People Management Responsibilities:

- Lead, motivate and develop your team to enable them to provide high quality services and contribute to the achievement of Bield's strategic objectives
- Ensure effective and consistent management of people issues i.e conduct, performance and attendance in accordance with Bield's policies and procedures
- Implement Bield's Performance Development Framework across your staff team

Budget and Resource Management fixed Responsibilities:

- Manage and monitor budget in your area of responsibility against agreed plans and take timely corrective action as appropriate
- Cultivate and encourage an awareness of cost and the importance of achieving value for money. Ensure that people in your team are able to account for expenditure and create well supported argument for additional expenditure e.g. overtime
- Ensure compliance with GDPR and FOI Legislation

Any other reasonable duties assigned by your manager or another more senior manager in Bield.

Key relationships

	CEOs	Directors	Heads of	Managers	Peers
Within own function	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Outside own function	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
External to Bield	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Critical knowledge, skills and experience required

Knowledge/Experience (Essential)

- Demonstrable work experience in a relevant role which included responsibility for managing people and developing services
- Experience of delivering a service through managing a team
- A working knowledge of housing legislation including tenancy management and the range of services available to support older people.
- Evidence of working in a professional manner with both tenants and external stakeholders such as health and social care partnerships, local authorities and regulatory organisations
- Demonstrable experience of frontline service delivery and an understanding of different approaches that can be applied

Skills /Abilities (Essential)

- Excellent written and verbal communication
- Commitment to continuous improvement of service delivery
- Commitment to working in partnership with internal and external individuals and organisations
- Demonstrable experience in prioritising varying commitments and responsibilities

Other Requirements (Essential)

- Full UK Driving License and a willingness to drive across Bield's business areas
- Committed to the delivery of Bield's Values and Objectives and the ethos of the sector

Education and/or Professional Membership Requirements

Essential

- Relevant qualification in Housing, Health and Social Care or an equivalent at HND (equivalent or higher level) or substantial relevant experience and track record of continuous professional development (in housing or health and social care).
- The minimum requirement for the post is S/NVQ or HNC in Health and Social Care or equivalent qualification suitable for registration with SSSC (where required) combined with significant experience at management level and evidence of the ability to acquire qualifications required for SSSC registration.
- Ability to satisfy the Care Inspectorate requirements for suitability to manage a registered Care Service (where required).

Desirable

- CIH Level 4 qualification or above, or equivalent
- Membership of the Chartered Institute of Housing, or ability to achieve membership within a reasonable timescale
- Qualifications suitable for SSSC registration (at management level), e.g. S/NVQ Level 4 in Social Services and Health Care plus a management qualification at or above SCQF Level 9, e.g. SVQ Leadership and Management for Care Services (LMCS) or equivalent. Please refer to the SSSC's website www.sssc.uk.com