

18th February 2021

Dear Applicant

Thank you very much for your interest in the Director of Housing post at Stoll. On the following pages you will find the organisation chart for the senior management and housing team, the job description for the role and the current staff benefit package. Please visit our website www.stoll.org.uk for further information about Stoll.

To apply you should submit:

- An up-to-date CV which shows your full career history;
- A supporting statement explaining why you are interested in this role, detailing how you are a good candidate for this post and how you fulfil the person specification - we recommend that this is no longer than 2 - 3 pages of A4;
- The Equal Opportunities Monitoring form (not mandatory, this is requested for monitoring purposes in line with our commitment to equality and diversity).

Please submit your completed application documents to jobs@stoll.org.uk by Monday 15th March 2021 at 12.00.

Shortlisted applicants will be invited to an online competency based panel interview during the week commencing 29th March 2021 with opportunities during the week before to discuss the role with the incumbent director and meet (virtually) with a panel of our tenants.

Please note this role is subject to an enhanced DBS check.

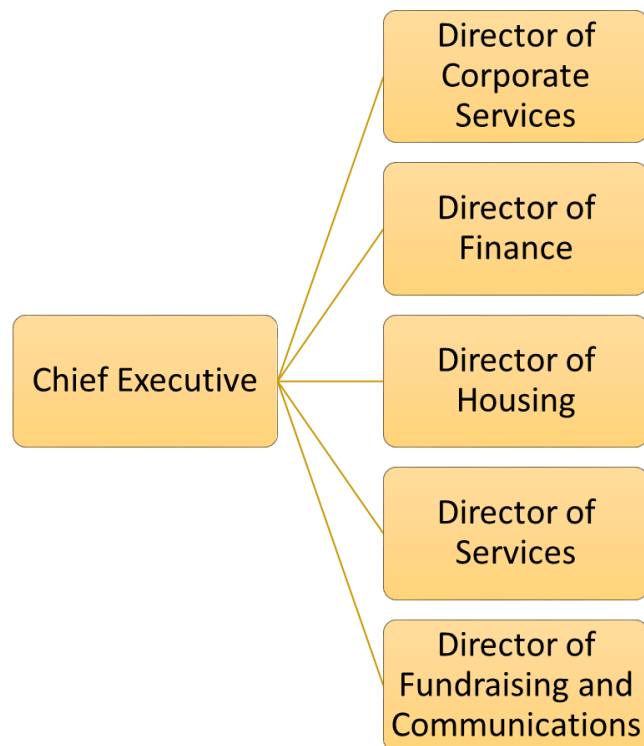
If you wish to have an informal discussion about the role and organisation or if you have any other questions to help you decide whether to apply, you can contact me on 020 7385 2110 or sarah.berzon@stoll.org.uk

Yours faithfully

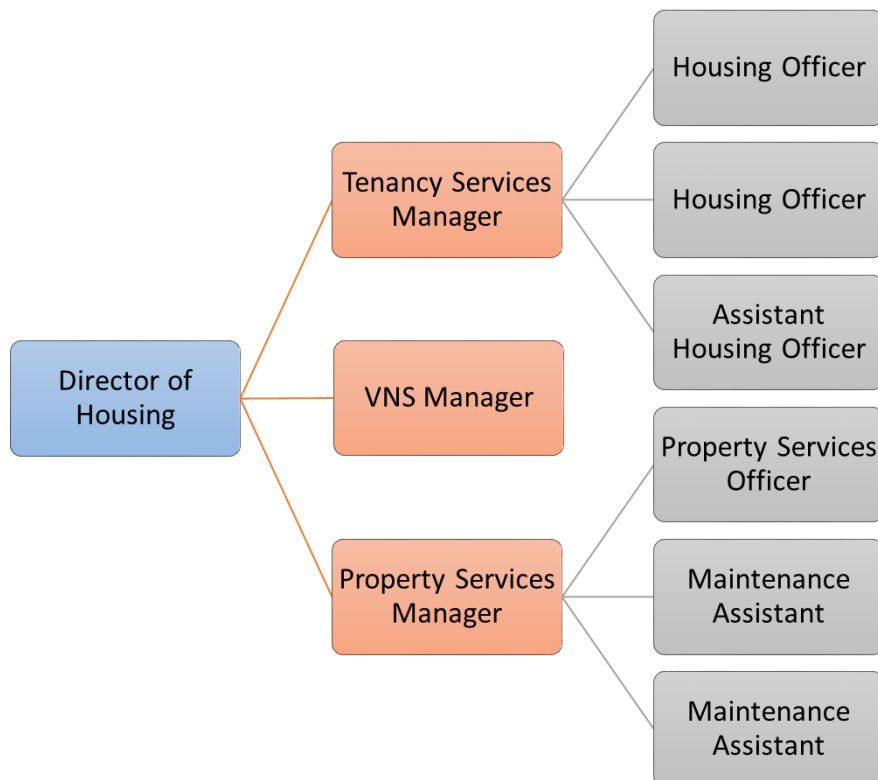
Sarah Berzon

Director of Corporate Services

Stoll Senior Management Team



Stoll Housing Team





Job Description

Director of Housing

Location: Sir Oswald Stoll Mansions Fulham Broadway SW6 1DT

Responsible to: Chief Executive

Responsible for Tenancy Services Manager; Property Services Manager and VNS Manager.

Role purpose

Provide strategic direction and vision for Housing Team working in partnership with the Director of Services to deliver customer-focussed housing services to the ex-Service community.

Manage and develop excellent housing and tenancy services ensuring cost effective and efficient service delivery and services comply with best practice, the law and the regulatory framework.

Manage and develop an effective and efficient approach to planned and reactive maintenance ensuring that Stoll properties meet and surpass the Decent Homes Standards and Consumer Standards in accordance with the regulatory framework.

Lead on building safety and maintain Health and Safety for tenants in accordance with best practice and within regulatory and legal frameworks.

Manage the Veterans' Nomination Scheme (VNS) for Stoll and the wider Veterans community.

Lead on strategies to actively engage with Tenants and ensure participation in decisions that affect service delivery.

Work proactively with statutory, voluntary and charitable organisations, strategic housing authorities and housing providers to provide housing services relevant to the needs of ex-Service personnel.

As a member of Senior Management Team contribute to the strategic direction and vision of Stoll working in partnership with SMT colleagues.

Support the Chief Executive in providing the development function for the organisation, advising on building design and managing tenant consultation for redevelopment projects.

Key Responsibilities

Housing Management

Oversee the work of the Housing Team to provide an effective high quality customer-focussed service to tenants and residents of Stoll including: -

- Lettings and allocations, transfers and exchanges and move on accommodation
- Enforcement of tenancy conditions
- Dealing with neighbour disputes and antisocial behaviour
- Voids management
- Rent collection and arrears management
- Housing Benefit information and advice
- The management of common areas
- Facilitating effective tenant involvement

Develop and manage quality measures for customer service, complaints, tenant satisfaction, ASB reporting in respect of the key performance indicators for: -

- Voids management
- Repairs
- Rent arrears
- Satisfaction

Ensure that any estate grounds and common parts, including parking, on any Stoll properties are managed and maintained to satisfactory standards.

Manage all estate/license issues, such as rentals to external users.

To work with the Director of Corporate Services to ensure all Stoll's landlord obligations around health and safety are met.

Ensure that applicants for housing with complex needs are assessed, support needs identified and their suitability for support by Stoll is established prior to allocation.

Work proactively with the Support Team to ensure that Stoll encourages independence and are enabled to move on to fully independent accommodation where appropriate.

Repairs and maintenance

Through the Maintenance Team ensure the delivery of an effective and efficient day to day maintenance and repairs service.

Ensure that systems for recording and monitoring repairs and the performance of the maintenance service are established and maintained, and to report to the Chief Executive and the Board on performance.

Develop and manage a maintenance programme to enable Stoll to achieve and surpass the Decent Homes Standard, ensuring that the Stoll's Planned Maintenance Programme contribute to this effectively.

Develop and maintain appropriate contractual arrangements to deliver both reactive and planned maintenance services working within Stoll policy and procedures for procurement.

Regularly review the services provided by maintenance contractors and professional advisors in respect of their services to Stoll.

Ensure that all repairs and maintenance activity whether carried out by Stoll or on behalf of Stoll conforms to best practice around health and safety and all other regulatory requirements.

Veterans' Nomination Scheme

Provide leadership and strategic direction to the Veterans' Nomination Scheme

Be responsible for the tenancy target of the Veterans' Nomination Scheme in collaboration with the Veterans' Nomination Scheme Manager

Liaise with key stakeholders in the absence of the Veterans' Nomination Scheme Manager with key stakeholders in his/her absence

Tenant/service user participation and community engagement

Develop positive working relationships with tenants and residents, engaging customers in service development, obtaining feedback and responding to complaints in accordance with the Stoll's policy and procedures.

Work with elected and nominated resident groups to ensure effective tenant involvement in the provision of Stoll's housing offer.

Work with the Director of Services to encourage community involvement, social interaction, activities and social functions, neighbourliness and mutual support using Stoll schemes as a 'hub' from which to reach out to the wider community.

Development

As the lead within the SMT, support the Chief Executive with estate redevelopment projects, for example leading on building design and tenant consultation.

Support the Chief Executive in appointing contractors for Stoll's development work.

Managing and developing the organisation

As a member of the Senior Management Team contribute to the development of the business strategy and financial plans for the Housing Team and Stoll.

As a member of the Senior Management Team contribute to the strategic vision and direction of Stoll, working proactively to ensure that Stoll's housing and services meet the changing needs and demands of the ex-Service community.

Prepare reports for the Stoll Board or Committees as required, act as lead officer and attend the Housing Services Committee and Development Committee, taking on secretariat responsibilities where required.

Represent Stoll at key housing and Veteran stakeholder meetings including Cobseo Housing Cluster.

Managing and developing the team

Develop and support the Housing Team undertaking regular performance reviews in accordance with Stoll's policies and procedures.

Ensure that staff are recruited, inducted, trained and developed to enable them to deliver quality services.

Coach and support staff in the Housing Team to tackle issues of poor conduct or performance in accordance with Stoll's policy and procedures.

Manage and maintain services in accordance with the principles and practice of equality and diversity, taking account individual needs and requirements

Financial Management and Control

Set budgets and manage departments within agreed budgets, ensuring that income targets are maximised, voids and arrears are minimised.

Ensure that staff adhere to Stoll financial policies and procedures, taking appropriate action in response to internal and external audits recommendations and requirements.

IT, record keeping, data management

Ensure tenant/service user files, reports and other written documents are accurate, kept up to date and that service users and staff confidentiality is maintained in accordance with Stoll's Confidentiality Policy

Work with the Director of Corporate Services to ensure that appropriate IT systems are in place to effectively record, monitor and evaluate service provision and service outcomes and that information systems contribute effectively to decision making.

Quality and regulatory compliance

Support the process of setting performance targets and objectives for the Housing Department and undertaking regular review through Delivery Plans and staff/day-to-day management.

Understand the legal framework in which Stoll provides housing and support to tenants and residents.

Work in accordance with Homes England requirements and best practice in respect of the provision of housing services.

Continuously look to improve the quality of services responding positively to customer feedback and complaints

Other

Operate when required as a member of the Emergency Management Team and take part in Stoll's on-call duty rota

Carry out any other duties as required by the Chief Executive of Stoll.

Person Specification

Director of Housing and Development

Experience

Demonstrated experience in delivering quality community based housing services, working closely with tenants and residents at a senior level

Demonstrated experience of housing asset management and repairs and maintenance for social housing at a senior level

Demonstrated experience of managing and motivating a staff team, recruitment and selection, supervision, performance management and appraisal, identifying training and meeting training needs.

Experience of the process for developing social housing

Experience of working in partnership with other agencies and building positive working relationships with key stakeholders and regulators

Experience of setting, reviewing, monitoring and evaluating housing service delivery and for delivering service improvement.

Experience/knowledge of the issues facing the ex-Service community

Knowledge

Experience and ability to set and manage budgets and of contributing to the development of business and strategic plans

Understanding of the financial environment and constraints in which housing operates with experience of managing and controlling costs and charges effectively

Knowledge of setting rents and charges

Knowledge of the social housing legal and regulatory frameworks

Knowledge of health and safety legal requirements for property management and building safety and management of Health and Safety.

Education and training

Degree or relevant professional experience and/qualification or equivalent experience in property and tenancy management

Evidence of continual professional development

Core Competencies

Customer focus

- A passion to support vulnerable Veterans
- Understands the challenges faced by ex-Service men and women
- Provides excellent service delivery to both internal and external customers, responding promptly and effectively at all times

Communication

- Communicates information clearly and concisely, both orally and in writing, with a wide range of audiences both formal and informal
- Informs colleagues of successes, challenges and developments

Team working

- Works well with Colleagues, Trustees, Residents and external stakeholders
- Applies the spirit of “mucking in”, helping colleagues when needed

Support of Equality and Diversity

- Treats all people with respect
- Upholds Stoll's equality and diversity standards and promotes individuality, equality and community at all times

Delivers a High Quality of Work

- Produces accurate, thorough, and professional work
- Plans and manages own work load, working flexibly to meet changing work priorities and demands
- Maintains excellent timekeeping standards, managing appointments and meetings effectively and planning well in advance
- Delivers tasks set through planning and supervision
- Takes responsibility for own work, including errors
- Utilises Stoll IT systems to manage emails, calendars and data effectively

Commitment to Health & Safety

- Understands how to work safely
- Understands how to respond to a safeguarding incident and reacts accordingly
- Manages their own health and wellbeing, recognising when to ask for extra support

Frontline Competencies

Working with Customers

- A focus on maximising the independence of our beneficiaries in all interventions
- A focus on delivering a holistic service to beneficiaries at all times, focusing on the person as well as their situation
- The ability to regularly motivate and inspire beneficiaries to improve their life situation

- The ability to deal with customers exhibiting difficult or challenging behaviour in a positive way
- An understanding of support issues particularly relating to Veterans

Communication

- The ability to communicate effectively with all beneficiaries

Health and Safety

- An understanding of how to safeguard vulnerable adults and children
- The consistent application of appropriate boundaries when working with beneficiaries

Management & Leadership Competencies

Leadership

- Inspires others, developing and sustaining motivation and pride in our work
- Delegates work appropriately and looks to empower colleagues at given opportunities
- Communicates effectively in a manner which involves colleagues
- Follows policy and procedures and encourages others to do so

Managing Performance

- Sets and reviews clear, challenging and achievable objectives with both teams and individuals
- Recognises areas of concern and identifies and delivers solutions
- Applies Stoll's HR Policies & Procedures effectively

Managing Resources

- Identifies needed resources and contributes to the process of trying to secure them
- Manages costs and resources effectively

Managing Change & Quality

- Leads the process of planning change and new projects in a manner which is clear and accessible – and follows those plans

Staff Benefits

We are a small charity with a great ethos; we want to make a difference by making sure we provide excellent housing and support services that allow our residents to live the best life they can.

Our staff tell us that the best things about working with Stoll are the supportive colleagues and a great atmosphere, charity values and flexible working. Stoll fosters a culture where everyone is free to express themselves, where staff feel confident that their opinions on how to improve the organisation will be listened to.

Stoll is committed to rewarding its excellent staff team in the best way possible and so offers the following benefits:

Available from your first day of employment:

- London Living Wage – Stoll are proud to pay the London Living Wage – this is an hourly rate set independently and updated annually, that employers voluntarily choose to pay.
- Up to 6 weeks Annual Leave – a minimum of five weeks annual leave in your first year (pro-rata for part time employees) plus statutory days. Your annual leave entitlement increases with your length of service to a maximum of six weeks.
- End of Year Celebrations – offering every employee an end of year celebration, to enjoy time together.
- Birthday half day off! – offering every employee a half day off during the week of their birthday to celebrate, in addition to their annual leave entitlement.
- Learning and Development – we offer a huge range of learning and development opportunities for staff at all levels of the organisation including skills and management development training, e-learning and secondments.
- Chair's Commendation – every year the Chair of Trustees rewards a member of staff for performing beyond the call of duty. Staff can be nominated by their peers.

After successful completion of probation:

- Flexible Working – allowing qualifying employees to adopt a working pattern which facilitates a better work/life balance and allow for the care of dependents.
- Healthcare Cash Back Plan – provided by Bupa, this scheme financially reimburses you for treatment costs (up to an annual limit) for everyday healthcare needs including dental and chiropractic treatments, physiotherapy and health screenings.
- Anytime Health Line – offering 24-hour access to health information and guidance on almost any health-related issue, ranging from symptom advice and travel vaccinations to first aid queries and lifestyle changes.
- Pension – the Social Housing Pension Scheme (SHPS) is available to all employees with generous employer contributions and life insurance included.
- Professional Qualification Sponsorship and Study Leave – offering staff the opportunity to apply for financial sponsorship and/or study leave to use towards professional qualifications or courses relevant to their current role or future ambitions.
- Ride to Work Scheme – providing loans for bicycles and cycling equipment through our retail partner as a tax and National Insurance free benefit through salary exchange.
- Season Ticket Loans – staff can access an interest-free loan if they travel to and from work by public transport, paid back over 10 monthly instalments.

Our mission

To house and support vulnerable Veterans to live as independently as possible

Our values

We show empathy and respect to everyone we work with

We strive to empower our beneficiaries to live independently

We do what we say we will do

We act with integrity in everything we do

We are a highly collaborative organisation

