

CYMDEITHAS GOFAL THE CARE SOCIETY

JOB DESCRIPTION

Post: Social Lettings Manager

Based: Aberystwyth

Responsible To: Executive Director

The main objectives of the post will be:

To work as Manager of the Social Lettings Team under the direction of the Executive Director, ensuring the provision of a high quality housing management service in line with funding criteria. The post will be based in the Aberystwyth Social Lettings office and will require management of the Care Society Cardigan office with some additional travel in line with growth of the scheme.

Role and responsibilities

- To manage the day to day performance and delivery of the Social Lettings Scheme
- To actively contribute to the charity's business and growth plan, to include development of existing services and the potential for new projects
- Promote growth and increase the number of properties within the portfolio
- To oversee and administer the Care Society Bond Scheme
- Ensure strong relationships with landlords and stakeholders are maintained, including attending landlord forums and local events to promote the scheme
- To work with tenants in respect of all matters pertaining to setting up, maintaining and ending of tenancies as required
- Oversee property compliance requirements, making sure high standards are met and maintained
- Promote tenants understanding and cooperation in respect of tenancy rights and obligations
- To assist in rent management and rent collection functions to promote the continued viability of the service
- To show drive and innovation in developing and realising growth in the scheme turnover and profitability
- To participate in and carry out any scheduled supervisions and appraisals as necessary.
- Ensure staff and own training needs and development are met and that new employees are successfully inducted, receiving the appropriate ongoing training
- To efficiently and effectively manage time, flexi-time and travel expenses across the team
- Participate in and provide an on call facility
- To undertake any other duties as may be required

General Care Society Responsibilities:

- The Care Society is fully committed to the active promotion of equality and diversity in its capacity as an employer and in the provision of all its services. It is the individual responsibility of each staff member to ensure the application of this Policy.
- Under the Health and Safety at Work Act, all employees are required to take care of their own health and safety and that of other employees and members of the public, and to co-operate with the Society in complying with their statutory duties.

- Strict adherence to confidentiality, particularly regarding personal details of staff and service users, is of paramount importance.
- Communication and teamwork is a vital aspect to the success of the Society's work. Consequently, all members of staff are contracted to attend regular team and organisational meetings as directed, including necessary training.
- To contribute to the development and promotion of the projects and further initiatives within the Society.
- To operate within the Society's overall vision, policies and procedures.

Whilst this job description is indicative of the range of current duties and responsibilities of the post holder, it is not comprehensive. It is inevitable that the duties will change as the role develops and it is essential therefore that it should be regarded with a degree of flexibility, so that changing circumstances can be met. As the scheme develops, the job description will be reviewed with the post holder.

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TERMS OF EMPLOYMENT

Social Lettings Manager

Annual Salary:	£
Duration:	Permanent Contract
Work Base:	Aberystwyth
Duty Times:	9.00 a.m. to 5.00 p.m. Monday to Thursday and 9.00 a.m. to 4.30 p.m. Friday
Holidays:	25 days, plus bank holidays and flexi time
Probationary Period:	New employees work a probationary period of 6 months
Smoking:	A non-smoking policy operates in all Projects
Notice:	1 month after successful completion of probationary period
References:	Any offer of employment will depend on receiving satisfactory references from current and previous employers and a Disclosure & Barring Service check
Equal Opps. :	The Society operates an Equal Opportunities and Diversity Policy

Rehabilitation of Offenders Act 1974

The post for which you have applied is exempt from the Rehabilitation of Offenders Act 1974 by virtue of the **Rehabilitation of Offenders Act 1974** (Exceptions) Order 1975. Consequently it will not contravene the Act to disclose information about convictions which would otherwise be considered "spent".

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Person Specification using Competencies

Social Lettings Manager

Competency	Essential	Desirable
Leadership	Makes fair and balanced decisions and recognises the impact of their behaviour on others	
Management	Behaves with personal integrity, professionalism and diplomacy	
Integrity	Is objective, non-judgemental and maintains confidentiality at all times	
Commercial Awareness	Understands the commercial realities of the market place from the point of view of TCS and our customer's perspectives	
Working on own initiative/ self-reliance	Self-direction and motivation to meet set objectives and assumes responsibility for own actions	
Self Confidence	Presents a calm competent image and able to deliver/ present to an audience.	
Time Management	Establishes a course of action for self and/or others to accomplish specific goals within set timeframes	
Customer Focused	Delivers excellent customer service and makes decisions centred primarily on the needs of our business.	
Stress Management	Able to remain calm under pressure and diffuse tense situations in the face of provocation or hostility	
Language		Ability to speak Welsh
Experience 1		Experience of Property Lettings or customer focussed services.
Experience 2		Some basic knowledge of Tenancy, Welfare Benefits/Housing Benefits legislation
General Requirement	Full Driving Licence and car owner	
General Requirement	IT Literate, proficient in use of MS Office, use of excel spreadsheets, word and databases	

