

Job title:	Homeownership Area Manager
Line manager:	Operations Manager North Counties
Grade (if applicable):	Grade 3
Direct reports:	Team of Community Managers in North Counties



Role purpose:

The role of Area Manager is critical to the success of Peabody in delivering customer service excellence across our Later Living Services. You will lead and inspire a team of Scheme Managers to deliver housing management and low level person-centred support within Later Living Services, having our Values at the heart of every action and decision you take.

Key results:

Through your leadership and management style you will create an environment that enables a culture of empowerment and self-awareness within your team. You will foster a positive culture working with teams across the organisation to ensure that the housing management service received by customers is of a high quality developing a clarity in the services customers can expect from us and delivering these to high levels of customer satisfaction.

You will know the strengths and areas to improve of within your team, with a clear understanding of performance. This will include being on top of team performance against key performance indicators, setting improvement plans where needed and sharing successes and best practice across the organisation.

You will be responsible for ensuring that the team works together to provide a seamless housing management service to residents, including but not limited to, homeownership management, scheme management, antisocial behaviour, complaints and community involvement.

Ensure that schemes are maintained to a high standard and that regular inspections and walkabouts are carried out where appropriate and in accordance with service standards. To ensure that all relevant health and safety issues are managed effectively, including, but not limited to; legionella testing, requirements relating to the fire risk management of residential properties, and maintaining rigorous lone working practices.

Contribute to the continuous improvement of services by taking the lead on projects and ongoing tasks on behalf of Later Living Services, under the direction of the Operations Manager.

Success metrics:

Key Performance Indicator targets are achieved consistently within Later Living Services.

Buildings and scheme footprints are clean, safe and welcoming.

Positive feedback from homeowners on the services received; communication and action is prompt and aligned to policy.

A positive Value based culture within the direct team and wider is fostered and encouraged.

Version Date:

Signed off by:

About you:

- An energetic and inspiring leader and manager, you will have a strong track record of delivering excellent customer service, delivering tangible outcomes for a diverse range of customers.
- You'll deliver a reliable, empathetic service to your internal and external customers, by seeking to understand fully your customers' needs, identifying and working to remove pain points, and always doing what you say you will
- Your excellent communication skills will enable to you inform and influence at all levels. Ensuring that our vision and customer expectations as well as leadership expectations are embedded throughout your teams and that colleagues within Care & Support are fully engaged
- Provide leadership, direction and support to the [Older People's Later Living](#) Services Homeownership patch in North Counties, setting and maintaining a culture of high performing customer focused service, team working and pace setting when necessary.
- Provide housing operations and homeownership expertise to the housing teams and the wider business, using your knowledge of homeownership lease legislation, regulatory standards, Peabody's legal obligations and good practice to inform sound decision making.
- Be financially assute with the ability to understand and effectively manage budgets, including service charges and sinking fund management.
- Lead on service delivery co-ordination to drive improvements whilst ensuring local accountability and responsibility. Understand how to build and sustain thriving and cohesive multi tenure neighbourhoods and communities.
- Work closely with colleagues across the Directorate and joint working with other managers to contribute to service design, implement improvement and ensure a seamless response to customer enquiries. Provide buddy support for fellow Area Managers at times of leave from the company.
- You'll show a considered, intelligent, forward thinking approach to leading and implementing change, with high attention to detail and consideration of customer and employee engagement and the wider Peabody

You will have:

- A good level of education including higher level GCSE passes in English and Maths
- Ideally a qualification specific to Housing Management or equivalent (e.g CIH)
- A working knowledge of homeownership services; experience of lease and freehold management would be a distinct advantage in this role