

Job Title: Portfolio Lead

Location/Part of Business: Operations Grade: Band 7

Date: May 2023

Reports to: Operations Director

Purpose: Working together to deliver homes and communities where residents feel happy and secure.

Values: High Performing, One Team, Make it Happen and Excellent Customer Service.

Responsibilities & Outcomes

Key Responsibilities:

- Member of the Operations Management Team and of the Senior Strategic Leadership Team
- Lead a commercial unit and Property Management Team responsible for the management of a portfolio of properties, under a management agreement/s and business growth.
- Uphold SHPs Values, Behaviours & Leadership expectations at all times (see overleaf).
- Deliver a first class services consistently well and in line with the management agreement and performance framework
- Listen to residents and work collaboratively to reshape services that will deliver key resident priorities.
- Inspire and empower staff to innovate
- Build partnerships with local strategic agencies and the wider Sutton Housing family - Encompass, LBS & Sutton Living, and with other boroughs where part of the portfolio is located
- Be commercially driven and deliver efficiency savings and achieve value for money
- Play a major role in delivering SHP strategies, objectives and plans.
- Set standards of performance and provide the Board & EMT with reports and updates on performance.
- Ensure compliance to General Data Protection Regulations
- Through collaborative working with health & social care agencies improve resident access to and benefits from health creation initiatives
- Improved outcomes for resident and high employee satisfaction
- Achieve performance targets and financial budgets, and de-risk the PRS service
- Generic housing service provision which ensures close communication

Skills & Experience

Essential:

- Experience of operating at a senior level in a housing context
- Understanding both private rented market and social housing
- Excellent project management skills and proven track record of delivery
- Demonstrable knowledge of Assured Tenancies, Assured Shorthold Tenancy Legislation including the Tenant Act 2019, Right to Rent (Immigration Act 2014) and Tenancy Deposit law as well as relatable GDPR.
- Proven experience of the Private Rented Sector and Social Housing delivery model
- Experience of working in client / contractor regime with performance penalties
- High level of IT literacy and skills
- Good people skills with proven ability to lead, support and motivate.
- Proven decision making skills
- Good understanding of housing and landlord regulatory and compliance requirements
- Housing sector experience and knowledge on all aspects of Case Management, Tenancy management, and Anti-Social behaviour, Domestic Violence and Vulnerable Residents and Safeguarding.
- Highly developed relationship management or stakeholder engagement skills, with the ability to influence, deal with difficult behaviours and conflict

Expectations

- Manage a team of property managers responsible for property management, tenancy management and case management of portfolios of private sector properties, in line with SHP's values, to ensure delivery of the highest level of customer service. Ensure the team provides a professional and knowledgeable service, to internal and external customers and ensure issues are resolved efficiently and effectively.
- Ensure own and team performance contributes positively towards team and organisational objectives, KPIs and customer experience by providing a proactive and customer focused service. Responsible for:
 - Commercial Unit Management
 - Financially independent from the ALMO stock and service delivery
 - Leasehold management
 - Tenancy Management
 - Tenancy Renewals
 - Void management
 - Lettings management and allocations
 - End of tenancy and deposit returns
 - Arrears Management
 - Tenancy Sustainment
 - H&S and Compliance
 - Tenancy Enforcement
 - Resident engagement
- Managing Performance of Property Managers, setting targets and monitoring performance against KPIs
- Provision of performance and financial reporting to the Boards
- Ensure costs are minimised and income maximised by good management of tenancy renewals and effective management of void turnaround.
- Ensuring customer satisfaction is achieved by effective communication
- Work collaboratively with internal colleagues and teams to ensure an

<div>with customers and delivers improved services</div> <ul style="list-style-type: none">• An holistic approach which helps families to sustain their tenancies.• High levels of performance in income collection and customer satisfaction	<ul style="list-style-type: none">• management.• Excellent communication, presentation and reporting skills, with the ability to handle complaints and communicate verbally and in writing.• Highly developed financial and commercial acumen.• Risk management• Business growth• Political awareness, working with members• Working diverse Boards, presenting performance and assurance reports <div>Desirable:<ul style="list-style-type: none">• Previous experience of working in social housing</div>		<div>effective, efficient and customer focused delivery of the Commercial Unit</div> <ul style="list-style-type: none">• Develop, maintain and influence relationships with key stakeholders and partners, promoting and representing the Commercial Unit & SHP at meetings/events.• Manage and control budgets and expenditure• Maintaining and reviewing an effective Portfolio Asset Management strategy, approaching matters related to operating, lettings, tenancy / rental management, risk management and upgrading in the most cost-effective manner, consistently 'looking out for' SHPs best interest.• Take responsibility to maintain and review the necessary written/ electronic records and systems, ensuring team members are utilising the systems correctly.• Ensure that the organisation is compliant with legal obligations• Lead the Commercial Unit to be efficient and effective, installing a team spirit and commercial culture with an effective communication strategy at its heart.• Networking with similar organisations and more widely to enable benchmarking and continuous development of the service.• Build strategic partnerships and collaborate with colleagues, the council and strategic partners.• Develop future opportunities for business growth <div>Jobholders are required to undertake any other duties within their capabilities as may be reasonably required.</div>
	<div>Qualifications:</div> <ul style="list-style-type: none">• Educated to Degree Level• Corporate Member of CIH, ARLA qualification or other relevant professional body		
	Driving Licence	No	
	Business Insurance/Own Car	No	
	Enhanced DBS	No	
	Mobile Working	Occasional	
	Evenings/Weekends	Occasional	

Guided by our HOME Values:

- **H**igh Performing – Continuously learning and improving
- **O**ne Team – Work together to be the best
- **M**ake it Happen – Responsible for positive change
- **E**xcellent Customer Service – Putting customers at the heart of what we do

Demonstrated by our HOME Behaviours:

We Value:	<ul style="list-style-type: none"> • How we do this: • 	We Value:	<ul style="list-style-type: none"> • How we do this:
High Performing <i>Continuously learning & improving</i>	<ul style="list-style-type: none"> • Social hearts and commercial minds • • Understand our business and the roles we play • Set ourselves challenging goals • Understand our contribution and how we make a difference • Thorough understanding of the • housing sector and what's on the horizon • Be confident and take responsibility • • Be ambitious, innovative and target driven 	One Team <i>Work together to be the best</i>	<ul style="list-style-type: none"> • Keep it simple • Show pride in who we are and what we do • Get to know colleagues and customers and understand what teams do, maintaining strong partnerships • Encourage team spirit, fun, passion, enthusiasm • Support others in their learning and development • Value everyone and encourage diversity

	<ul style="list-style-type: none"> • Be diligent and have attention to detail 		<ul style="list-style-type: none"> • Be open and honest with each other
Make it Happen <i>Responsible for positive change</i>	<ul style="list-style-type: none"> • Think customer first • Lead by example, make informed decisions and take action • Listen, seek to understand and be solution focused • Be creative, proactive and innovative - think outside the box • Always go the extra mile • Have a "can do" attitude • Take the initiative to solve problems 	Excellent Customer Service <i>Putting customers at the heart of what we do</i>	<ul style="list-style-type: none"> • Actively engage with all our stakeholders • Show respect for all and provide a friendly and professional service • Take responsibility to see things through to the end • Do what we say we are going to do • We <u>all</u> take responsibility for excellent customer service

Our Leaders: See the future, Engage and develop others, Recognise results and talent, Value diversity, Embody passion and integrity