



JOB DESCRIPTION

A BASIC DETAILS

JOB TITLE:	Short Term Intermediate Rent Team (STIR) Team Leader
LOCATION:	Coppetts Wood House, 48 Lawn Road, NW3 2AW
SALARY:	£43,512 per annum plus eligibility for performance related pay
REPORTING TO:	Head of Estates and STIR
RESPONSIBLE FOR & LINE MANAGES:	STIR Team

B MAIN OBJECTIVES

The post holder will provide a high quality client focused service in accordance with tenant needs. They will provide expertise, leadership, support and advice to their teams, dealing personally with more difficult cases or those with legal complexity. The post holder will be expected to set clear work standards for their team in accordance with our policy and procedures. The post holder will be expected to ensure offices comply with current health and safety policies and practices. The post holder will ensure that we comply with our contractual obligations to external partners including the NHS Trust.

C SPECIFIC TASKS AND RESPONSIBILITIES

<u>Key Tasks and Responsibilities</u>		<u>Key Competence Areas</u>	<u>Performance Standards</u>
1.	<p>To supervise, monitor, support, train and motivate team members to ensure high levels of customer service are given to our customers.</p> <p>Manage a remote team whilst ensuring they feel part of the organisation</p>	<p>Judgement/Decision Making Planning and Organising Leadership Communication</p> <p>Influencing and Negotiation Customer Service Managing performance Achieving results and quality focus Managing change and innovation</p>	<ul style="list-style-type: none"> • High standards set and maintained for self and staff • Staff trained and competent to assist tenants • Staff receiving regular feedback and review • Effective levels of communication maintained with staff and customers • Implementation and compliance with Newlon policies and procedures, including equal opportunities, customer service standards and health and safety • Regular team meetings and briefings held • Remote staff are kept up to date with Newlon policy and procedures. • To ensure the team complies with financial policies and procedures and financial standing orders are met. • Attend Housing team meetings & feedback to team • Where rota allows team members to attend Housing team meeting • Manage and being part of the on call rota • Utilise Newlon's IT systems and consider improvements

<u>Key Tasks and Responsibilities</u>		<u>Key Competence Areas</u>	<u>Performance Standards</u>
2.	To monitor and control service provision to ensure high levels of customer satisfaction are obtained and policies and procedures complied with	Judgement/Decision Making Customer Focus Communication Planning and Organising Managing Performance Achieving results and quality focus Managing Change and Innovation	<ul style="list-style-type: none"> • Adherence to customer service standards • Satisfactory resolution of complaints • Appropriate and timely action taken on for example unauthorised occupancy/ abandonment/ squatting or neighbourhood nuisance, harassment, domestic violence as well as people's options for moving and legal issues relating to their tenancy • Effective liaison and communication with tenants, other Newlon departments and other agencies • Effective management of case loads • Development and provision of management information • Continuous improvement on customer satisfaction standards • Demonstrates a positive attitude to change and supports team to overcome difficulties with change • To ensure sufficient cover during office hours.

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3.	Financial Management	Judgement/Decision Making Communication Planning and Organising Influencing and negotiation Archiving results and quality focus	<ul style="list-style-type: none"> • Participate in the preparation of the annual budget • Work within Newlon's internal financial controls • Work with finance and Income team to minimise losses and bad debts • Liaise with finance to reconcile all payments received regarding tenancies • Identify opportunities for procurement in order to seek value for money
4.	To provide advice and expertise to ensure more difficult or complex tenant issues are effectively and sensitively resolved	Judgement/Decision Making Customer Focus Communication Planning and Organising Influencing and negotiation Archiving results and quality focus	<ul style="list-style-type: none"> • Needs of individual tenants accurately and objectively identified • Resolution of issues • Effective liaison and communication with tenants and other agencies • Ability to work within organisational and legislative procedures & Regulations • Meeting customer satisfaction standards • Coaching provided to staff to ensure they gain skills in dealing with complex areas of service provision

	Key Tasks and Responsibilities	Key Competence Areas	Performance Standards
5.	<p>To effectively supervise the housing management service to ensure cost effective and efficient service provision</p> <p>To carry out checks on voids and lettings to ensure tenancies have been provided as per our guidelines and correct rents are charged.</p>	<p>Judgement/Decision Making/ Managing change and innovation Customer Focus Communication Planning and Organising</p>	<ul style="list-style-type: none"> • Minimise void loss and to ensure property is let within timescales. • Ensure correct rents and other charges are correct and charged • Overseeing the cleaning services provided • High attention to detail regarding the storage, location, content and confidentiality of information in compliance with Data Protection Act • Continuous Improvement of Performance indicators
6.	To provide internal and external reports on performance as per our policies and procedures and any contracts with third party's.	<p>Judgement/Decision Making Customer Focus Communication Planning and Organising</p>	<ul style="list-style-type: none"> • Reports produced accurately as per contracts and performance standards
7.	To carry out checks on voids and lettings to ensure correct tenancies and rents are charged as per our guidelines.	<p>Planning & Organising Communication Working with Others Achieving results and quality focus</p>	<ul style="list-style-type: none"> • Properties are recorded accurately as per procedures • Inform all relevant teams including the Income & Recovery team of any changes to existing tenancies
8.	To contribute to the effective running of the Housing Directorate	<p>Judgement and decision making Planning/Organising Communication Influencing and negotiation</p>	<ul style="list-style-type: none"> • Implementation and compliance with all Newlon policies and procedures and other legislative, financial or Participate effectively in meetings.

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9.	To effectively manage internal communication to maximise business efficiency.	Working with others and team work Communication Influencing and negotiation Liaising and networking Business awareness and vision	<ul style="list-style-type: none"> • Regular liaison with income and recovery team • Mechanisms in place for effective internal liaison to share issues and resolve problems • Culture created that encourages information sharing, feedback, and co-operation
10.	Health & Safety		<ul style="list-style-type: none"> • Adhere to Newlon's Health & Safety policy and procedure • Carry out all obligations relevant to your role under the procedure

No job description can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time which are broadly consistent with those in this document.