

JOB DESCRIPTION

JOB TITLE	Director of Housing and Facilities
LOCATION	Libra House and home-working when required
REPORTING TO	Chief Executive Officer
RESPONSIBLE FOR	Housing Manager and Team of 4 people

Job Overview:

- Take lead responsibility for the development and implementation of One Fylde's housing strategy.
- Be responsible for leading One Fylde's current housing operations and facilities.
- Build One Fylde's brand reputation in the market as a provider of housing services to people with Learning Disabilities and Autism.
- Be an Executive member of a forward-thinking Leadership Team

Principal contacts

Executive Leadership Team, Trustees, local commissioners and stakeholders, partners including trade and professional bodies.

Main Responsibilities

1. Review One Fylde's market position and develop a strategy which will maximise the charity's potential to secure profitable revenue in all relevant housing markets.
2. Take overall responsibility for One Fylde's housing operations and facilities, ensuring performance in rent collection and void management. Lead safe, efficient and effective delivery which meets or exceeds contractual requirements to further One Fylde's charitable objectives.
3. Meet current legislation, regulatory requirements, best practice and innovation in service design including digital service delivery.
4. Achieve or surpass the annual plan and budget as agreed with the CEO.
5. Lead, support and develop all One Fylde's Housing staff, ensuring a positive coaching culture with a high level of engagement and competence across the team.
6. Develop a high performing team across Housing that is focused on continuous improvement, ensuring Housing delivers operational excellence and the Tenant Charter outcomes.
7. Develop and deliver a long-term viable Housing business development plan, pursuing new housing business opportunities in key markets.

8. Design and implement a central access route for new tenant referrals and to manage allocations in accordance with commissioner expectations and best practice. Maximise the opportunities for moving tenants through One Fylde's supported housing services.
9. Ensure that the voice of tenants is at the heart of service design and delivery through effective tenant engagement.
10. Review the operation of One Fylde's housing to ensure that cost effective and efficient strategies and structures are developed and maintained, including readiness for new quality and value for money initiatives for supported housing.
11. Lead the property services function for housing assets, including the development and maintenance of asset management plans and services for day to day repair, maintenance and health and safety compliance to achieve the objectives and specific targets for a wide range of services.
12. Ensure a strategic approach is taken to working in the private rented sector when providing housing solutions, understanding local housing markets and ensuring effective management of landlord relationships to support the ongoing provision and quality of leased housing.
13. Lead on preparing the required and desired regulatory standards for the Housing Regulator, including effective governance and transparent management of contractors and sub-contractors, ensuring quality and value for money are achieved.
14. Lead the One Fylde approach to complaints management, ensuring easy access for tenants, effective complaints resolution, transparency of reporting and learning from complaints.
15. Ensure an effective structure for safeguarding management is in place and ensuring the framework, culture and systems deliver effective safeguarding practice.
16. Be the lead in advising the Leadership Team and Trustees on the key business risks in the housing portfolio and appropriate actions to address, mitigate and manage these risks.
17. Provide regular business and performance reports to the leadership team and the Board of Trustees.
18. Develop and position the One Fylde brand in the local housing market.
19. Ensure energy usage is optimised to help reduce the overall carbon footprint of the Charity as reported within its Streamlined Energy Carbon report

All One Fylde employees are expected to:

- Being compliant with all allocated training via our e-learning platform
- Having and maintaining an up to date portfolio of Continuing Professional Development
- Identifying other areas for Continuing Professional Development
- Keep up to date with Company policies and procedures on our on-line policy suite

- Contribute to the Vision and Values of One Fylde
- Modelling good practice in all areas of work
- Comply with Health and Safety and Equal Opportunities at all times
- Dealing with whatever comes in in a professional manner
- Responsive and proactive
- Maintaining high standards – ensuring up to date knowledge
- The duties described in this job description must be underpinned by a commitment to equality, diversity, and human rights in accordance with relevant legislation to all employees and service users and is consistent with the policies and procedures of One Fylde

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in consultation with the post-holder.

PERSON SPECIFICATION

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Evidence of continuing professional development (i.e. keeping qualification relevant and up to date). 	<ul style="list-style-type: none"> • Educated to degree level in a relevant discipline (e.g. architecture, building services, facilities management, surveying or similar). • Registration member of a relevant professional body.
Experience	<ul style="list-style-type: none"> • Senior Leadership experience in a complex environment. • Minimum of 5 years' experience in Social Housing. • Proven track record of delivering service provision to high professional standards. • Experience in both the development of and management of financial Budgets and Reforecasts. • Experience in the delivery of capex projects (cost/time and scope). • Experience of leading and managing a team, supporting them to be the best they can be. 	<ul style="list-style-type: none"> • Experience of working in an environment delivering both planned and reactive maintenance and delivery of capital projects. • Experience of working with and developing a Computer Aided Facility Management (CAFM) system.

	<ul style="list-style-type: none"> • Experience of resolving disputes and compensation claims. • Experience in undertaking property related “due diligence”. • Experienced in the preparation and presentation of business cases for consideration by the Executive/Directors. • Able to develop frameworks to understand a problem, identify possible options to solve the problem, and identify the most optimal solution. 	
<p>Skills and Knowledge</p>	<ul style="list-style-type: none"> • Excellent knowledge of current and forthcoming regulatory and statutory requirements. • Skilled and experienced negotiator to ensure “best value” is derived from commercial contracts. • Excellent verbal and written communication skills. • Excellent presentation skills. • Able to build strong relationships with key stakeholders and to work collaboratively with others. • Strong leadership skill and people management skills. • Ability to work under pressure, dealing with multiple competing priorities across a changing landscape. • Excellent working knowledge of Office 365 products. • Takes the initiative, able to work at pace without supervision. • Ability to analyse, interpret and resolve housing, estate management problems, and to develop and implement practical solutions. • Strong attention to detail and a critical eye. 	

	<ul style="list-style-type: none"> • Able to develop a robust control framework to provide oversight on the status of all works in progress (both capex and opex). • Commercially astute enabling cost reduction/service optimisation. 	
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VALUE-BASED PERSONAL QUALITIES	
QUALITY	SPECIFIC REQUIREMENT
RESPECT AND DIGNITY	<ul style="list-style-type: none"> • Understands person-centred support and can demonstrate treating people as individuals and respecting choices. • Promoting independence and encouraging appropriate risk taking. • Understands and promotes positive behaviours in the support of the people we support. • Valuing everyone and appreciating their contribution.
EVERYONE COUNTS	<ul style="list-style-type: none"> • Ensuring no-one is discriminated against or excluded. • Non-judgemental and respectful of the people we support, values and beliefs • Understands human rights and impact on support delivery. • Facilitating people to 'speak up' about concerns and acting upon them. • Believing that we all have the right to live the life we choose.
IMPROVING LIVES	<ul style="list-style-type: none"> • Focus on how things could be done better and sharing ideas. • Understanding of wellbeing and what is important to people using the service. • Improving outcomes for people. • Ensuring the appropriate services are provided for people using the services.
COMPASSION	<ul style="list-style-type: none"> • Treating people with kindness, patience, and sensitivity. • Understanding the importance of empathy in all areas of the service. • Understanding the values of others and always providing a caring service.
WORKING TOGETHER	<ul style="list-style-type: none"> • Involve the people we support in all areas of their service. • Involve the people we support's, family, colleagues, and external agencies appropriately. • Speak up if things go wrong.

	<ul style="list-style-type: none"> • Supporting new people and/or agency workers to ensure a consistent and quality service. • Being ready to make changes and adjustments. • A willingness to be honest and transparent.
<p>COMMITMENT TO THE QUALITY OF CARE</p>	<ul style="list-style-type: none"> • Striving for quality in everything we do recognising and understanding what quality means for people using the service. • Being accepting about criticism and focusing on improvement. • Being open to new opportunities for learning and constantly looking for new skills and knowledge. • Able to be organised, calm and positive under pressure. • Patient and displays the Company values to promote dignity and respect.