

Registrations and Support Manager

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Within the **Neighbourhoods and Support Service**



SALARY

Between £29,636 - £33,799

RESPONSIBLE FOR

Customer Services Officers; Senior Customer Services Officers; Tenancy Ready Officers

RESPONSIBLE TO

Housing Services Manager

CORE PURPOSE

To manage services relating to the processing of applications for rehousing; the mutual exchange service and tenancy ready support.

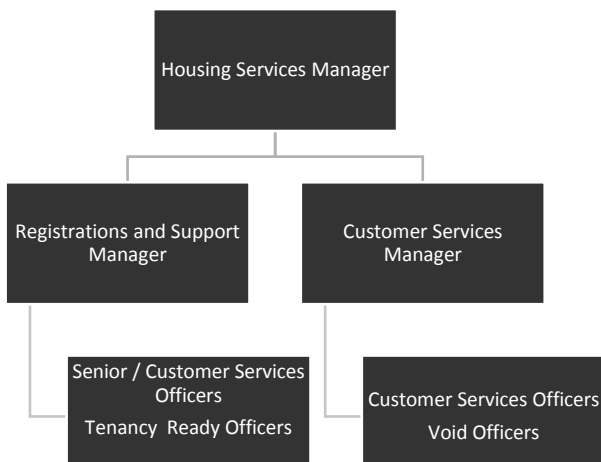
The Registrations and Support Manager will manage a rehousing service relating to the processing of registration applications, the mutual exchange service and tenancy ready support.

Supporting the promotion, continuous improvement and expansion of the service.

They will provide administrative support for the Housing Services team and Tenancy Services team enabling excellent front line services to be delivered to customers.

They will also provide guidance, direction, information, support and mentoring to staff under their management to ensure the team is highly engaged and motivated leading to excellent performance.

They will work collaboratively with other managers within the team; sustain positive relationships with partners externally and deputise for the Housing Services Manager as required.



PENSION

Access to the generous benefits the GMPF scheme offers, including life cover



GENEROUS ANNUAL LEAVE ENTITLEMENT

27 days annual leave plus the opportunity to earn additional days leave



HEALTH CASH PLAN

Claim back a proportion of your everyday healthcare and medical expenses



FLEXI TIME

Flexible working arrangements ensure you can achieve a healthy work life balance



PERSONAL GROWTH

Access learning and development opportunities to maximise your strengths and utilise your talents



WELLBEING

Take part in a range of activities to maximise your physical and psychological fitness

RESPONSIBILITIES – The Registrations and Support Manager

- ✓ Will lead on the recruitment, training and management of staff leading to a highly engaged team
- ✓ Will provide advice, coaching, support and mentoring to staff under management
- ✓ Carry out regular workload reviews and one to one meetings with new staff to ensure work is being allocated and managed effectively and those staff receiving training and support are being developed in their role.
- ✓ To manage the registration for housing effectively, ensuring the necessary checks are carried out and information provided and performance targets met
- ✓ Promote and manage the mutual exchange service, posting adverts, registering applicants, providing support to find matches.
- ✓ To provide information, advice and support to customers across a varied range of issues delivering excellent customer service.
- ✓ Manage the Tenancy Ready Service to provide support for customers and challenge inappropriate behaviour to ensure that there is a framework in place before the sign up of tenancies to ensure that tenancies are sustainable.
- ✓ To lead on new projects and initiatives as required and work to continually improve the services provided.
- ✓ Take reasonable care of health and safety of self and others whilst at work to ensure compliance with the Health and safety at work act.
- ✓ To provide administrative support to own and other teams as required

STRENGTHS – The Registrations and Support Manager will ...

- ✓ Taking ownership and responsibility
- ✓ Have great organisational skills
- ✓ Being strong at setting and delivering goals and expectations.
- ✓ Being a great role model, being energised by fast paced work
- ✓ Display excellent interpersonal skills
- ✓ Being resilient and energetic
- ✓ Maximise own potential by embracing opportunities for self-development
- ✓ Be team focused – getting the best out of others for the benefit of the whole Housing Services Team
- ✓ Patient, caring and emotionally intelligent
- ✓ Be passionate about delivering excellent services and have the ability to instil this passion in others.

REQUIREMENTS – The Registrations and Support Manager will

- ✓ Be comfortable in taking the lead and using initiative
- ✓ Have an understanding of how to motivate a team and the ability to use a coaching style of management to bring out the best in individuals and develop a self-reliant team.
- ✓ Confidence and ability to challenge negative behaviours to foster a positive working environment
- ✓ Demonstrate strong written and oral communication skills
- ✓ Possess some knowledge of housing management and law
- ✓ Recognise the value in difference by creating a culture where every individual is valued, regardless of individual differences.
- ✓ Have a flexible approach to attending evening meeting
- ✓ Have use of a car and driving license for use at work.
- ✓ Have good IT skills with the ability to use information to change services and shape results

VALUES the Registrations and Support Manager will role model core values through....

Ambition

We have the ambition & courage to challenge; translating this into commercial success & brilliant outcomes for customers

Social

Responsibility

We always try to do the right thing; using our role as a service provider, employer & buyer to generate trust, build our communities & empower our people

Passion

We have a passion for what we do; with positive, motivated & enthusiastic staff who enjoy their work

Innovation

We are innovative in everything we do; with the agility, creativity & edge to keep defying expectations & delivering fresh & exciting things

Respect

We treat each other with respect; supporting & inspiring one another & collaborating across teams & partnerships

Excellence

We continually improve how we work; challenging the status quo, learning from what goes well & always being professional



INVESTORS
IN PEOPLE

Platinum
Until 2022



Health &
Wellbeing
Award

CUSTOMER
SERVICE
EXCELLENCE



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