# **HOMESRole Profile: Home Ownership Manager**

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| Who’s in my team? |
| Line Manager (role): | Assistant Director/Director |
| Level[[1]](#footnote-1): |  |
| Team:  | Housing Management |
| Business area:  | Housing |
| WHAT’S MY ROLE? |
| To work closely and effectively as part of Housing Management SMT providing a model of first-rate leadership behaviour to achieve service excellence, driving forward continuous improvements, developing policies and process to create a modern service in response to the organisation’s requirements. You will be an expert in home ownership services keeping up to date with new ways of working, best practice and legislative changes and continually reviewing policies, processes and procedures, learning from feedback to develop a first-class service. The Home Ownership manager will lead effectively on all aspects of the leasehold, commercial and home ownership functions by developing high performing and highly motivated teams with customer focus and strong ethos of partnership working, creating, and implementing the right strategic vision and pro-actively leading on change as necessary to always optimise income collection within a changing environment. This role will create and develop close links and work collaboratively with a wide range of key partners, stakeholders, internally and externally providing a positive influence in estate management services, securing best outcomes for tenants and working on joint ventures and initiatives across social housing.   |
| what AM i ACCOUNTABLE FOR? |
| **Leadership & culture*** Lead day to day delivery of the home ownership and housing management service.
* Lead by example as ambassador for joint working, developing, and maintaining relationships with key stakeholders; supporting partners and key initiatives.
* Provide a customer centric culture, seeking to understand the needs and priorities of customers, measuring that customer insight and feedback drive decision making.
* Lead by example, working collaboratively with colleagues across the organisation, and constantly looking for ways to make improvements and improve services as one #teammhs.
* Ensure our service delivers the best it can for our customers, relentlessly working to improve customer service, and taking responsibility for making things happen.
* Support the Assistant Director of Housing Services in delivering a comprehensive housing service to our customers.
* Promote a climate of high performance and quality standards, continual improvement within the home ownership team.

**Management*** Contribute to development of team and delivery plans, supporting the Assistant Director of Housing Services to set appropriate metrics.
* Monitor delivery and report team performance against agreed KPI’s; providing regular feedback to customers and colleagues on service levels and actions to continually improve.
* Effectively manage a high performing team to deliver a customer focused service, making decisions and using resources appropriately and flexibly to respond to priorities.
* Monitor and review standards and performance of the home ownership team, with a strong focus on performance and standards, by setting annual objectives, carrying out On Track performance reviews and providing support and guidance through regular 1-2-1’s, seeking to exceed objectives.
* Deliver projects assigned to the home ownership team within agreed timescales.
* Ensure the home ownership team is supported to deliver excellent services, from recruitment and developing skills to effective management of poor performance.
* Provide an out of hours emergency housing management service, on rotation with other managers; ensuring customers receive a supportive, caring response out of hours and escalating incidents where appropriate.

**Core service delivery and performance*** Inspire and lead the home ownership team, from recruitment to performance management, cultivating a culture of high morale, continuous learning, and professional growth.
* Collaborate with the Assistant Director to shape and implement strategic plans that elevate our home ownership services, driving both operational efficiency and resident satisfaction.
* Lead relationships with managing agents and freeholders, ensuring our services exceed standards and are cost-effective across all tenures.
* Work closely with the Major Works Team to ensure compliance with S.20 consultations, delivering responsive and cost-efficient services to residents.
* Partner with Development, Asset Management, and Housing Management teams to address estate services and neighbourhood issues in mixed-tenure developments.
* Ensure accurate calculation and legal compliance of service charges, oversee budget monitoring, and collaborate with relevant departments to address identified issues.
* Lead initiatives with Finance and IT teams to maintain accurate leaseholder accounts, ensuring effective arrears management and income collection.
* Spearhead leasehold and shared ownership management services, ensuring policies and procedures align with best practices and legal requirements.
* Promote active resident involvement through tenant meetings and community events, ensuring the home ownership team is responsive and engaged.
* Contribute to corporate strategies, teamwork, and action plans through insightful reports and participation in working groups and projects.
* Ensure all health and safety inspections and follow-ups across the home ownership service are conducted and adhered to.
* Oversee a dedicated team of two Housing Ownership Officers and a Service Charge Accountant, ensuring alignment with strategic goals and seamless service delivery.
* Ensure the team consistently meets KPIs using SMART principles, and maintain a visible presence through regular estate visits and inspections.

**Compliance*** Manage operational compliance with legislation and regulation relating to hownership, in particular, but not limited to the Regulator of Social Housing consumer standards, Housing Ombudsman Complaint Handling Code and good practice.
* Manage relevant contracts and partnerships, complying with procurement policies and good practice.
* Ensure safeguarding concerns are dealt with promptly, in line with legal requirements and guidelines ensuring appropriate action is taken or escalated.

**Digital and ICT*** Ensure that information and processes are accurately logged and progressed within systems, tracked and reported as appropriate.
* Use reporting to understand performance drivers and areas for improvement, taking into account data, ICT processes, and triangulating with customer insight.

**Equality, Diversity and Inclusion*** Ensure excellent customer service is provided by the home ownership team, considering different customer needs and delivering continuous improvement.
* Seek improvements customer satisfaction and overall experience using data, insight and customer feedback to understand different customer needs to tailor or amend services
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| what will i bring to the role?  |
| What’s essential:**Essential*** Knowledge of relevant legislation including section 20 consultation
* Fantastic customer service skills with a relentless focus and a proactive and creative approach
* Support others, gains trust and positive and enthusiastic
* Develop staff individually and as groups so they perform as best they can
* Leads staff by establishing clear direction and standards, providing opportunities for participation, motivating staff by giving encouragement, recognition and personal support
* Extensive experience managing leasehold and shared ownership properties including collection of service charges
* Dealing with nuisance and harassment through multi-agency working
* Excellent understanding of home ownership issues
* Sound knowledge of the relevant legislation (Housing Acts, ASB, Crime and Policing Act, Disability and Sex discrimination and Tenancy Enforcement)
* Sound knowledge of best practice in leasehold management, neighborhood management, ASB, budgets and resident involvement
* Excellent interpersonal skills with ability to communicate will with residents, Directors, Board Members and Customer Scrutiny Panel

**Desirable*** Educated to degree level or equivalent
* Track record of successful budget management
* Staff management experience
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| **BUDGETARY RESPONSIBILITIES:** |
| Headcount: |  3 |
| Financial (operational / capital): | Yes, responsible for Home ownership Team budget & Service Charge Income  |
| Other, if applicable:  | N/A |
| **QUALIFICATIONS:** |
| * none
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1. Please refer to the Leadership Behaviour Framework for this level [↑](#footnote-ref-1)