



Commercial Housing Portfolio Lead

October 2024

Overview

B&D Reside is embarking on a significant change programme to improve services delivered to its residents. This is centred around a new operating model where – for the first time – Reside will deliver services itself rather than through contractual arrangements with the council. These changes are designed to enable us to deliver the best possible resident experience.

As well as improving the management of the current portfolio, Reside will be taking over 1,000 new homes under management in the next year totalling up to 3500 by 2025.

To support the transition and to deliver a programme of transformation of services to Reside residents, we are recruiting a new neighbourhood management team to lead on the delivery of a mixed tenure housing and tenancy management service that aspires to be sector leaders in what we do.

This is an exciting time to join Reside's management team where you will be able to truly shape the new services we deliver, contribute to embedding a fantastic new working culture focused on empowerment and ownership whilst leading the teams to deliver service excellence.

Job Description

Job Title	Commercial Housing Portfolio Lead
Company	Barking and Dagenham Reside Regeneration Ltd
Location	Hybrid (Barking/Home)
Responsible to:	Head of Neighbourhoods
Salary	£62,000 - £70,000 p.a.

Job Purpose

To oversee and be responsible for the strategic and operational delivery of high-quality, services across Reside's non-social housing (commercial) portfolio. The portfolio includes Discounted Market Rent, Market Rent, Shared Ownership and Leasehold management.

To achieve successful sales and letting of all Shared Ownership, Discounted Market Rent and Market Rent properties, either directly or through partner sales / letting agents.

Ensure a culture of effective resident engagement and involvement is embedded across the service, delivering Reside's corporate objectives.

To drive and champion continuous improvement across all services managed by putting in place strategies and mechanisms for delivering improvements.

The role must ensure that all policies, processes and working practices are in line with the current legislative requirements and internal policy, procedures and Reside's values.

Ensure services delivered are compliant with all relevant health and safety legislation, policies and procedures, including lone working and building and fire safety.

To ensure effective management of administrative support functions that supports the wider Neighbourhood and Asset Management Teams.

Key Deliverables

- Act as strategic and operational lead to ensure the delivery of high quality, efficient and compliant Commercial Housing Management service across all managed tenures (AST's and Leasehold), managing and developing the strategic direction of the services in line with agreed objectives, policies, strategies and targets. This will include taking an active role in delivering services required of the team.
- Ensure the operational delivery of efficient and compliant market and discounted market rent allocations and letting processes, preventing tenancy fraud and ensuring effective on-boarding of new tenants across the managed portfolio.
- Implement and embed appropriate strategies and work practices to ensure delivery of improved resident satisfaction, aiming for performance as per Reside's Business Plan. Central to this is the creation of a positive customer-centred 'can do' culture that delivers our ambition to go above and beyond to create excellent places and deliver exceptional service.
- Ensure customer focused consultation takes place on service charge budget and expenditure, including Section 20 consultations in partnership with Asset Management Teams.
- Support the development of strategies and actions that actively promotes resident involvement and engagement across all services, working with the wider management team to ensure delivery of Reside's corporate objectives.
- Ensure that the services provided are delivered in accordance with legislative and regulatory requirements, Reside's policies and procedures and reflect best practice and always deliver excellent customer service.
- Works closely with BeFirst (B&D Development Company) to ensure the delivery of successful and sustainable schemes ensuring the smooth handover of schemes to the teams.
- To ensure appropriate licences are in place in accordance with the Licensing of Houses in Multiple Occupation Regulations 2018 and B&D council policy.
- Provide direction and guidance on case management where required, supporting staff to make confident decisions which deliver successful outcomes and working in partnership with internal departments and key partners to deliver this where required.

Key Deliverables

- To ensure that all relevant housing systems are updated and kept up to date in line with service requirements.
- To ensure the service establishes and maintains relationships with external partners and stakeholders and that blockages are identified and resolved to ensure delivery of effective services to customers.
- Lead on the development and updating of policies and procedures and ensure that these are communicated to staff, applied and consistently monitored throughout the service.
- Take a strategic, innovative lead in the planning and delivery of services, ensuring they meet the current and future needs of existing customers and people who live in the wider community.
- Monitor the quality of the services delivered against the service plans and objectives and identify and implement service improvements as necessary to meet the required outcomes.
- Take full ownership and be accountable for ensuring key performance targets / indicators, budgets and business plan objectives are met.
- To work in partnership with other agencies as appropriate, resolving complaints. This will include responding to formal complaints, ombudsman, MP and councillor enquiries and including implementing learning from complaints.
- To prepare service and Board reports, presentations and other materials for meetings and attend those, as required.

Leadership and Management

- Ensure the effective management of the team, to include, but not limited to carrying out 1-1's, managing behaviour and performance issues in accordance with the Reside policies and procedures.
- Implement effective approach to staff management that ensures staff based at remote sites feel supported, engaged and part of the team.
- To be an effective, enabling manager with the ability to develop staff to maximise potential and encourage improvement and development of personal performance.
- Responsible for setting individual and team annual objectives linked to corporate objectives, monitor performance and formulate and implement solutions to address poor performance.
- Support a strong and robust performance management culture and framework with high standards of services and effective control.
- As part of the Operational Management Team, provide management cover for other business streams within the team in emergency situations, including out of hours cover where necessary.
- Take every reasonable measure to ensure the health, safety and wellbeing of staff including the assessment and prevention of risks, protection of lone workers and by providing practical and emotional support.

Financial Control

- Plan and monitor budgets in accordance with the operational and strategic requirements of the service; ensure that resources are prioritised appropriately across the services provided including identifying where better value for money can be achieved.
- Provide explanations for over and underspends and work closely with the finance team to deliver an out turn that is within the cost envelope for the service for the year.
- Work closely with the finance team to provide regular reforecasts as part of the management accounts process.
- Alert the Finance Business Partner / Financial Controller and the respective Head of Service to any cost pressures that could emerge now or in the future which are not included in the latest budget / business plan.
- Provide regular report on budget position as required to Senior Management Team.

Other

- To ensure full compliance with the Health and Safety at Work Act 1974, relevant Reside Health and Safety Policies both for people and in the management of Reside housing stock.
- To be able to work out of normal contracted hours, including some evening and weekends as required.
- Any other duties as required that are commensurate with the post.

Person Specification

Essential Requirements (Key Skills & Qualifications)

Knowledge and Experience

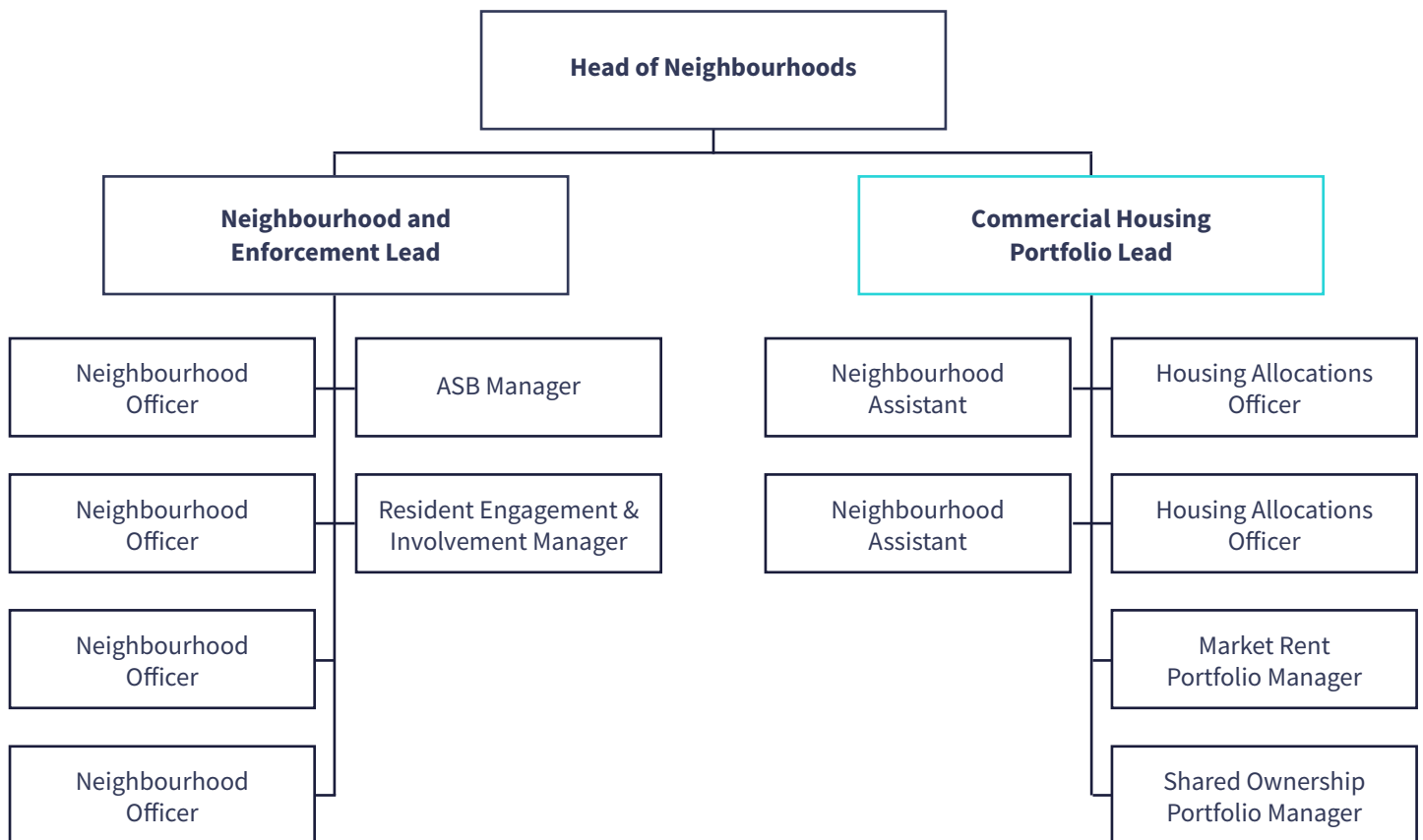
- Significant technical knowledge of private rent, shared ownership, leasehold and tenancy allocations in a commercial housing / property management environment.
- Demonstrable knowledge of private rented sector (including HMO's) and leasehold regulation with experience of managing teams and services compliant with local and national legislative and regulatory requirements, including the Consumer Standards.
- A high level of up-to-date knowledge of Housing, Private Rented Sector, Shared Ownership and Leasehold Legislation and associated risks.
- Experience of managing and leading a front-line housing or leasehold management service or another relevant housing-related area at a management level and within the context of a dynamic and changing organisation.
- Demonstrable knowledge and experience of a broad range of team and people management.
- Experience of managing service change / transformation programmes from planning through to implementation.
- Established track record of delivering operational/strategic results and continuous improvements in service delivery.

- Experience of compliance with Health and Safety regulations and good practice for both self and individuals managed and those who services are delivered to.
- Significant experience of policy and strategic development work.
- Experience of working with external letting agents / managing agents.
- Experience of managing large scale new development handovers.
- High level of IT literacy. Confident in use of Word, Excel and Outlook and other systems relevant to the role.
- Have a full UK driving licence and access to a suitable vehicle to carry out the duties of the role (as and when necessary).
- Ability to produce, analyse and interpret information and present this information in a meaningful and understandable way.
- Ability to communicate policies and procedures to others.

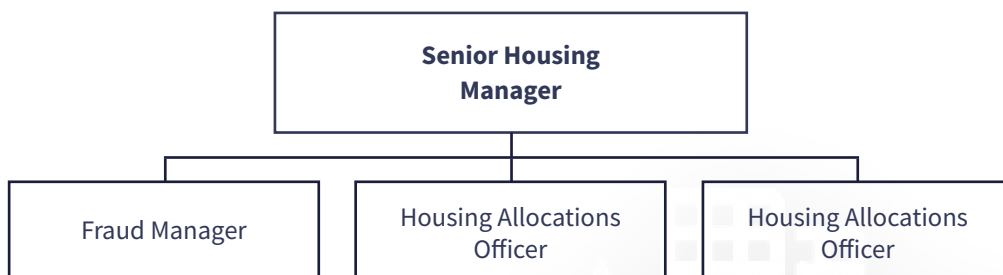
Desirable Requirements (Key Skills & Qualifications)

- Demonstrable knowledge and understanding of corporate health and safety legislation and regulatory compliance.
- Some experience of project management.
- Membership of a relevant body (e.g. CIH, NRLA)

Team Structure 2024 - March 2026



Temp Project Team



Process

Live from Thursday 17 th Oct 2024
Closing Date Friday 8 th November
Shortlisting Monday 11 th November
First Stage Teams Interviews 13th Thursday/ 14th Friday/ 15th November
Final Stage Interviews Wednesday 20th November

How to Apply

Panoramic Associates Ltd is acting as a retained employment agency to B&D Reside on this appointment.

We hope you will consider making an application for this fantastic opportunity. To make an application, please get in touch with the below retained consultants via email with:

- A copy of your CV which is tailored for the role
- A supporting statement that sets out your understanding of both the role and organisation
- How your experience matches the key criteria on the personal specification
- Contact details for two employment references

Alternatively, you can submit your CV direct to our retained consultants:



Rebecca Millett

r.millett@panoramicassociates.co.uk



Lola Balogun

l.balogun@panoramicassociates.co.uk