

JOB DESCRIPTION

Job Title:	Senior Neighbourhoods Manager
Service / Department:	Housing & Customer Services
Reports To:	National Housing Lead
Responsible For:	Providing supervision and operational oversight to Neighbourhood Managers
DBS Check:	Enhanced

Job Purpose:

At Salvation Army Homes, we provide comprehensive, good quality housing services, support and resettlement.

The Senior Neighbourhoods Manager is responsible for the day-to-day operational leadership of a team of Neighbourhood Managers, ensuring the consistent delivery of high-quality housing management services.

The role focuses on driving performance, supporting frontline decision-making, and ensuring excellent customer outcomes across general needs housing.

The postholder will support service delivery through effective supervision, performance management and coaching of Neighbourhood Managers, supporting Neighbourhood Managers to operate in line with organisational policies and procedures and deliver effective tenancy management, income collection and estate services.

Main Duties and Responsibilities:

- Directly manage, support and supervise a team of Neighbourhood Managers
- Set clear performance expectations and hold managers accountable for delivering KPIs (arrears, voids, ASB, complaints, compliance)
- Conduct regular 1:1s, case reviews
- Provide coaching and practical guidance on complex tenancy, safeguarding and enforcement cases
- Ensure the consistent delivery of housing management services across all neighbourhood patches
- Support Neighbourhood Managers in the management of complex tenancy issues.
- Carry out quality assurance checks on casework and tenancy management activity
- Monitor arrears and void performance across patches, ensuring Neighbourhood Managers take timely and effective action
- Hold Neighbourhood Managers accountable for delivery of income collection and arrears performance
- Provide guidance and support to Neighbourhood Managers on complex tenancy and high-risk cases, escalating where required.

- Ensure Neighbourhood Managers deliver visible, responsive services to residents
- Support resolution of escalated complaints and service failures
- Monitor estate standards and ensure issues are addressed promptly through operational teams
- Support Neighbourhood Managers to build and maintain effective local partnerships
- Monitor compliance with policies and procedures and escalate concerns where appropriate.
- Actively manage team performance using data, KPIs and case reviews
- Ensure consistent application of policies across all Neighbourhood Managers
- Support Neighbourhood Managers with complex cases where additional guidance is required.
- Support Neighbourhood Managers in resolving complex complaints.
- Support Neighbourhood Managers to deliver high-quality casework in line with policies and procedures.
- Provide support and guidance on complex ASB, safeguarding and enforcement activity.
- Review and quality assure casework to ensure consistency, legal compliance and best practice
- Carry out regular audits of cases and provide feedback to Neighbourhood Managers
- Monitor the effective handling of complaints within the team, ensuring timely and high-quality responses
- Provide advice and recommendations on complex tenancy cases and enforcement activity, escalating to the National Housing Lead where required.
- Promote accurate case recording and adherence to agreed procedures.
- Ensure learning from complaints is embedded into team practice
- Maintain a visible presence across neighbourhoods, including attending estates and undertaking joint visits with Neighbourhood Managers
- Ensure services are customer-focused, accessible and responsive
- Monitor team performance through agreed KPIs and provide support where improvement is required.
- Support Neighbourhood Managers to deliver services consistently in line with organisational policies and standards.
- Support Neighbourhood Managers in applying safeguarding procedures and escalate concerns where appropriate.
- Escalate risks appropriately
- Ensure consistent application of policies, procedures and service standards across all neighbourhoods, reducing variation in service delivery and customer experience
- Represent Salvation Army Homes to customers and ensure they know how important they are to us and to work with customers to deliver a great customer experience of our service.
- Adhere to the Association's policies, procedures and strategies as applicable with particular reference to the health and safety and diversity documents
- Undertake mandatory training as and when required by the Association or if identified as a training need. Undertake additional role specific training as and when required

- To undertake any reasonable additional duties as instructed by the line manager or senior management team within the spirit of the role or aims and objectives of the association
- The postholder is responsible for fulfilling duties in relation to health and safety, that are relevant to their role, as set out in the Health & Safety Policy

Related Activities:

- Participate in essential training, role related training and to work in accordance with all relevant regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Salvation Army Homes' values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour
- Set SMART performance targets, ensuring clear monitoring is in place for the achievement of targets, managing performance as required
- Support the induction, training and development of team members.
- Support the delivery of safe and effective housing management services across neighbourhood patches.
- Contribute to the care and wellbeing of our residents and staff
- Management of solid inter-agency and third party relationships to continue in the Association's mission of Transforming Lives
- To ensure that service delivery is in line with Salvation Army Homes' values, policies and procedures

PERSON SPECIFICATION

Qualifications and Memberships:

Relevant housing qualification, CIH Level 4 or equivalent experience.

Aptitudes and Abilities:

- Proactive and self-motivated with a can-do attitude
- Demonstrable empathy with our residents and work in a trauma informed way
- Confident and capable communicator with the ability to inspire, engage and challenge
- Great verbal, written and influencing skills
- Ability to use a computer, e.g. Microsoft packages and capacity to successfully navigate support packages used by Salvation Army Homes
- Open to change and embraces new initiatives
- Works in a collaborative way
- Excellent time management skills
- Experience of successfully navigating challenging conversations
- Ability to develop and project a positive image of Salvation Army Homes through personal, written and oral skills
- Problem solving mindset
- Professional and value led with integrity, inclusivity and respect for diversity
- Able to work flexibly and when needed outside of normal working hours
- Willingness to travel and stay away from home overnight as the post requires significant travel across England and will involve overnight stays on a regular basis

Experience and Interests:

- Experience of or knowledge related to working in social housing
- A good understanding of the different aspects of effective tenancy management and the importance of ensuring these are dealt with in a timely manner
- Proven capacity to deal successfully with difficult and complex situations
- Understanding of wider support and funding facilities available for vulnerable tenants
- Experience of supporting vulnerable people or groups
- Significant staff management experience.
- Previous experience of coaching and developing the skills and knowledge of team members along with effective performance management experience
- Results driven whilst maintaining a high quality of care for our residents and ensuring governance compliance

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

S	Servant Leadership — we help people thrive	Have we given our audience everything they need to succeed in their next step?
P	Passion — we love our work	Have we spoken boldly and with confidence? Have we spoken out rather than stayed silent?
I	Inclusion — this is a team effort	Have we kept our communication simple and to the point? Have we used clear, accessible English?
R	Respect — we show respect for all	Have we given our audience credit for their intelligence? Have we advocated for our residents?
E	Empowerment — we have trust	Have we given the right context to our message? Has our communication been story-driven?