

JOB DESCRIPTION

TITLE: TMO Manager	EMPLOYER : HIDE TOWER
	Reports to: Committee Chair or nominated committee member
SALARY RANGE : £35,000 (NEGOTIABLE) PER ANNUM + benefits	Hours of work: Monday – Friday, 9.30am – 4.30pm (Flexible times for meeting days) (TOIL for training events)

PURPOSE OF JOB

To be operationally responsible for the delivery of all aspects of a high-quality housing management service to all residents of Hide Tower.

To ensure that the company carries out its responsibilities in accordance with the Management Agreement signed with the City Council and relevant legislation

To manage employees and contractors and support the management committee in exercising its governance functions.

PRINCIPAL ACCOUNTABILITIES

General and Supervisory

1. Liaise with the council and other external organisations to ensure the management committee is kept aware of statutory obligations in terms of service provision and employment legislation and identify training needs to ensure compliance with such. Provide all such monitoring information to the council as required. Assist the Resident Management Board in maintaining effective and collaborative relations with the council and other agencies.
2. Ensure effective office management systems are in place and all administrative and financial systems/resources are well organised. Ensure that the office is open to customers at the hours agreed with the management committee and that cover is arranged for employee's absences.
3. Ensure that residents are able to receive effective advice, either directly or through third parties, on housing and other related matters such as housing benefits, letting policy, right to buy, tenancy and leasehold matters.
4. Work with the Chair of the committee on business planning and effectively lead on its administration and implementation.

5. Manage the TMOs data & housing management files in line with agreed procedures & GDPR requirements.
6. Attend monthly evening meetings.
7. Support and develop inclusive resident engagement initiatives ensuring innovation and best practice for the residents of Hide Tower

Finance

8. Work with the accountants, auditors and the management committee in the monitoring of all budgets and provide quarterly, annual & task based financial reports as required.

Housing Management

9. Ensure a quality housing service is provided including dealing with anti-social behaviour. Ensure the grounds and communal areas of the estate are well looked after, clean and free of litter, and regularly improved.
10. Procure and effectively manage a range of contractors to ensure a high quality responsive repairs and maintenance service is provided and maintained, including taking corrective action where appropriate. Make recommendations to the management committee for ways to continuously improve the service.
11. Carry out estate inspections, with and without committee members, in order to ensure that effective services are being carried
12. Ensure the provision and procurement of services affecting leaseholders are carried out in full compliance of statutory legislation and liaise with the Council's Home Ownership Unit on such matters.
13. Lead on the letting and sign-up of void properties in accordance with policy and procedure including organising viewings for prospective tenants and ensuring appropriate repairs and health & safety checks are carried out.
14. Ensure that regular written reports are provided to the management committee and relevant sub-groups.

Health and Safety

15. Ensure compliance with relevant health and safety legislation and good practice in relation to the work of employees, the office premises and the management of the estate.
16. Carry out and review a set of risk assessments for work activities carried out by the employees and implement actions to reduce risks.
17. Take any action required as result of fire risk assessments. Ensure defective areas are rectified and full and accurate records and maintained for inspection. Make appropriate recommendations to the management committee as required.

PERSON SPECIFICATION

TITLE: TMO Manager	ORGANISATION: Hide Tower
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EXPERIENCE:			
1	Evidence of continued personal development.		E S
2	Substantial housing management experience, and can demonstrate collaboration with diverse residents to deliver successful resident engagement activities and outcomes.		E S
3	Experience of supervising employees / contractors within a performance management framework.		E S
4	Reviewing complex services, change management, setting challenging targets, implementing policies and strategies and achieving improvements in performance and service outcomes		D
5	Experience of budget and financial management		E S
6	Experience of working with or for a Tenant Management Organisation		D
KNOWLEDGE:			
1	Knowledge of current issues affecting the housing sector, especially management services provided by resident managed organisations		E S
2	Knowledge of good practice in estate services in particular cleaning, grounds maintenance and caretaking.		D
3	Knowledge of good practice in customer service and how to ensure successful service delivery to a diverse group of customers		E S
4	Knowledge of company administration, financial management, and contract procurement		E S
5	A demonstrable commitment to resident control of social housing		D
6	Knowledge of the issues involved in managing a community centre		D
SKILLS AND ABILITIES:			
1	Ability to work on your own with no day-to-day supervision		E
2	Ability to manage employees and contractors		E
3	Ability to diagnose and specify minor repair work to buildings		E
4	Ability to manage and resolve conflict		D
5	Good negotiation and problem-solving skills		E
7	Ability to understand financial information, manage budgets effectively and ensure financial probity		E S
8	Excellent written and oral communication skills including the ability to communicate with a variety of people at different levels both inside and outside the organisation		E
9	Intermediate computer skills with Microsoft packages for example, Word, Excel, Outlook		E
SPECIAL CONDITIONS OF SERVICE:			
1	Will be required to attend some evening meetings or work outside normal working hours to attend / deal with emergencies and ensuring service delivery		
2	Will undergo a standard DBS check		
KEY:		D	Desirable
E	Essential	S	Short listing criteria