

**JOB PROFILE:** Head of Communities

**RESPONSIBLE TO:** Director of Customers and Communities

**RESPONSIBLE FOR:** Estates Manager, Independence and Wellbeing Manager and Communities and Compliance Manager.

**ROLE OVERVIEW:** To be an inspirational leader and provide strategic direction to the customer and community services team with a particular focus on championing service excellence and embedding a customer-focussed culture across the service. To drive continuous improvement and build customer and community capacity. To lead and inspire change and innovation to respond and adapt to customers’ current and future needs and priorities.

To be the safeguarding lead for children and adults and work collaboratively with other members of the Leadership Team.

To ensure that all services are fully compliant with the requirements of the legislation/regulation that affects them eg; RSH Consumer Regulations, Housing Act, Housing Ombudsman’s Complaint Handling Code, DPA, DDA etc.

To ensure that tenants and other customers are involved in the design and implementation of services to ensure that homes, and estates are great places to live and thrive within.

To deliver continuous improvement and thus see customer satisfaction results and TSMs improve significantly.

To make a positive and creative contribution to the Leadership Team in developing and implementing Teign Housing’s Corporate Strategy.

To develop, deliver and have ongoing responsibility for community safety and Teign’s community development strategy to achieve community sustainability and effective, collaborative partnerships with local voluntary and statutory agencies.

Be responsible for the promotion and delivery of an outstanding customer service and live Teign Housing’s values.

Haveresponsibility for the development & delivery of an effective Tenancy Strategy.

Take responsibility for identifying and managing risks related to this area of the business and put in place appropriate controls to ensure those risks are effectively mitigated.

To work within and champion the Company’s Equality and Diversity Policy, Health and Safety Policy, Customer Service and Performance frameworks ensuring that these are complied with throughout all activities within the scope of this role to ensure the highest standards of customer care.

Ensure that all activities undertaken are carried out to the highest standards of integrity and professionalism in accordance with the Company’s policies and procedures.

**Key Achievement Areas**

1. To develop, deliver and have ongoing responsibility for a range of strategies including estates, tenancy and community development, Living Well to achieve community sustainability and effective, collaborative partnerships with local voluntary and statutory agencies.
2. To actively support safer communities and uphold the partnership’s priorities and translate the requirements of our multi-agency partnerships into actions thus achieving demonstrable outputs
3. Have oversight of the development of departmental and organisational policies and procedures.
4. To identify, develop and implement training and awareness sessions to staff relating to regulatory, legislative, or procedural changes.
5. Lead the teams, focussing on high quality service provision for our customers, that demonstrates value for money whilst ensuring that services, information, support and advice are supplied in ways that meet customer needs and aspirations
6. Work closely with the other Heads of Service and Service Leads and contractors to ensure that effective communication with and involvement of our customers is maintained in all aspects of our work.
7. Provide effective leadership for the Caretaking and Grounds Maintenance Service, overseeing service reviews and setting achievable work programmes and targets.
8. Provide effective leadership to the Independence and Wellbeing Service, overseeing service reviews and setting achievable work programmes.
9. Manage, indirectly, other professional and externally contracted staff as required.
10. To lead and maintain an awareness of the organisations responsibilities in relation to procurement, and to ensure that relevant staff are trained, aware and compliant with all relevant policies, procedures and legislation in this field.
11. Take responsibility for, keeping up to date with changes in regulation, legislation, best practice in relation to; RSH Consumer Regulations, H & S, fire safety, building safety, landlord services etc, which affect our business
12. Review all services on a regular basis to ensure they deliver good quality, value for money and demonstrate continuous improvement.
13. To champion and promote the importance of health and safety to staff and customers
14. To ensure that all staff are recruited, trained, managed, motivated and developed in accordance with Teign Housing’s values and organisation-wide policies and procedures.
15. To work in a collaborative way with key stakeholders and tenant groups.
16. To develop, manage and monitor any contracts used to deliver the service, ensuring that Teign Housing’s financial regulations, policies and procedures are adhered to and contract specifications delivered.
17. To contribute to and drive performance through timely and effective data collection/analysis, and provide reports and commentary as appropriate
18. Use performance data to identify trends and develop innovative ways of working and ensure continuous improvement in working practices.
19. To promote healthy relationships with tenants and create opportunities to get tenant feedback via creative means such as activities, social media and community development activities.
20. To ensure the effective operation of all 'out of hours' and emergency procedures including being available to respond to and act upon ‘out of hours’ calls as appropriate.
21. To develop and maintain effective links with external agencies and represent the organisation in a multi-agency environment.
22. To plan, monitor and control expenditure in accordance with the budget, procedures, levels of delegated authority and financial control/audit requirements, taking appropriate action when variances occur.

**Health and Safety Responsibilities**

1. Take responsibility for own Health & Safety and not to put others at risk.
2. It is the responsibility of managers to ensure their team is working safely and to have appropriate risk assessments in place.
3. To follow all guidance, policies and procedures associated with health and safety and ensure any risk assessments for this role have been read and understood.
4. To comply with all health and safety legislation and regulations associated with the role. If in doubt, contact the Health and Safety Team for help and support.

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| No job profile can cover every issue, which may arise within the post at various times, and the jobholder is expected to carry out other duties requested by the line management from time to time. |

Signed:……………………………………………………………………………………….

Date: …………………………………………………………………………………………