



Job Description:

Ripon YMCA, Housing Operations Manager

Organisation: Ripon YMCA, 5 Water Skellgate, Ripon HG4 1BQ

Responsible to: Chief Executive

Salary (FTE 37 Hours): £28,463

Contracted hours: 28 hours to 37 hours

Contract length: Permanent

Job Purpose:

The Housing Operations Manager is:

- Responsible for the day to day operational management of Ripon YMCA. Liaising with Housing Support Workers and other team members to ensure the site is run effectively and is safe and secure.
- To communicate effectively with all stakeholders and ensure the smooth running of operations in the absence of the CEO.
- To line manage the Housing Support Workers.
- Ensure that all Health and Safety requirements comply with legislation are carried out and effective.
- To oversee the ongoing development of tenant services and our Personalised Support Program to maximise outcomes for tenants.
- To track and manage rental income, ensuring individuals are supported and clear about their responsibilities as a tenant.
- To understand, support and drive forward the vision and values of Ripon YMCA in its service delivery.

Working as part of a small team this role will require flexibility, with some out of hours work and lone working within a robust culture of Health and Safety compliance.

Management

Time allocation 25%

The CEO is ultimately responsible for Ripon YMCA and reports to the Board of Trustees. In the absence of the CEO the Housing Operations Manager will assume responsibility for the daily functions of managing the scheme.

Responsibilities include but are not limited to:

- Regular reporting to the CEO
- Line management of Housing Support Workers and Facilities Worker
- Co-ordinate staff, applying a collaborative approach when allocating tasks and caseloads.
- Management of office spaces
- Review and updating of policy, procedure and risk assessment
- Management of void and room allocation to maximise income from resource available.
- Support CEO with management of budget and rent and manage spend within set limits.

Intensive Housing Management
Time allocation 30%

To enable a stable base from which tenants can engage with support and become more independent. Recognising that the additional need of our tenants requires a level of housing management that is intensive, flexible and supportive.

Working with the Housing Support Workers, responsibilities include but are not limited to the delivery of:

- Regular rent collection, management and reporting
- Independent living skills development and action planning
- Coordinating and allocating referrals
- Overseeing tenant management including, case management, risk assessment, induction, behaviour, warnings and eviction management.
- Working on options for moving out and advocating on behalf of tenants
- Ensuring all tenants are in receipt of appropriate benefits or aware of employment rights.
- Compile and supply all information needed for housing benefit claims
- Safeguarding and incident management, reporting and recording
- Reporting to HBC and other referral agents about tenant's status on a regular basis
- Utilise monitoring arrangements to ensure information is captured for each tenant
- Weekly / monthly room inspections
- Development and management of communal spaces

Maintenance and Health and Safety
Time allocation 20%

Ripon YMCA is committed to effective maintenance management. The importance of identifying maintenance issues at the earliest opportunity is key to ensuring we keep on top of our responsibilities and are proactive where possible rather than reactive. Ripon YMCA must work both in-house and with contractors to ensure maintenance issues are completed within time frames. The Housing Operations Manager will oversee the range of Health and Safety checks and audits we undertake to ensure the property is safe and secure.

Responsibilities include but are not limited to:

- Assisting with simple tasks that can be completed in house
- Site walk arounds, building inspections and audits
- Liaise with Facilities worker to update maintenance log and tasks.
- Complete Health & Safety checks, and coordinate contractors where required. This includes legionella checks, gas safety, electrical safety, PAT testing etc. Ensuring Ripon YMCA meets all compliance requirements.
- Oversee and record all Health and Safety meetings, logs and checks to ensure legal compliance.
- Alongside the CEO, contribute to long term plans for site development and large maintenance projects.

Support
Time allocation 25%

To effectively and enthusiastically support the young people we accommodate. Ensuring all young people are risk managed and provided with a comprehensive Personalised Support Package based on their needs.

Responsibilities include but are not limited to:

- Weekly checklist ensuring minimum contact with tenants is achieved.
- Disseminating information to all staff and partner agencies where necessary
- Delivery of one to one and group work activity to support life skill development.
- Hold a small caseload of tenants alongside the Housing Support Workers and provide Key worker support to these young people.
- Liaising with all partner agencies to ensure the best outcome for the tenants.
- Oversee the management of any rent arrears and engagement issues.
- Lead tenant engagement activity such as surveys, monitoring forms and tenant meetings.
- To lead the development of opportunities for tenants to engage fully in the YMCA community, to support their growth, independence and aspirations.

Other

Ripon YMCA is a small charity, as such all staff must be willing to offer flexibility in their approach to their role. Staff members have a responsibility to complete their allocated tasks but have an ability to show initiative and act in the best interests of the charity at any time. They should / will:

- Follow all Health & Safety guidelines
- Offer a flexible approach to their hours of work when necessary to ensure the safety and support of their colleagues, the tenants and the buildings, e.g. during and after a serious incident
- Be prepared to undertake a range of tasks where needed such as emptying rooms, courtyard and communal space cleaning and gardening
- Always maintain confidentiality and professionalism
- Identify and engage with appropriate training opportunities for self and the wider team.
- Any other tasks deemed appropriate at the request of the CEO

Out of hours:

We have eliminated the use of a duty phone / on-call rota and significantly increased the tenant's independence in relation to minor issues or concerns they have out-of-hours.

An out-of-hours service called NPA24:7 provide telephone assistance and emergency contractors to site in addition to the availability of the Emergency Services. However, in exceptional circumstances staff should be available and contactable by NPA24:7 or the CEO to assist and will be compensated for any time or inconvenience.
See out-of-hours procedure for more details.

Ripon YMCA – Person Specification				
Role: Housing Operations Manager			Salary (FTE 37 Hours): £28463	
Area	No:	Criteria	Essential or Desirable	How identified
Qualifications	1	Qualified to NVQ Level 3 or higher	E	A
	2	Further education or professional qualifications in a related area. Housing, Youth Work, Social Care, Family Support, Health and Safety.	E	A
	3	Qualified in First Aid, Level 2 Health and Safety, COSHH, Food Hygiene and Safeguarding.	D	A
	4	A full drivers licence with access to a car	D	A
Experience	5	Experience of working with young people or young adults from complex backgrounds	E	A and I
	6	Experience of working in a Supported Housing setting or Housing Management position with responsibilities for facilities management.	D	A and I
	7	Experience of managing staff using supervision and performance management as a supportive process to motivate staff.	E	A and I
	8	Experience of maintaining effective working relationships with all stakeholders (partner agencies, the public, young people, parents, providers)	E	A and I
	9	Experience of identifying good practice when working in supportive	E	A and I

		relationships when managing staff and caseloads.		
	10	Experience of delivering training or qualification frameworks for young people	D	A and I
	11	Experience of working within a budget and managing spend within defined responsibilities.	D	A and I
	12	Experience of working on own initiative and within a team and with wider organisational goals	E	A and I
Skills	13	Ability to engage with young people maintaining effective working relationships to effect change	E	A, I and E
	14	Ability to motivate and provide holistic support when working with staff	E	A, I and E
	15	Ability to manage own workload, prioritising, recording and monitoring effectively	E	A, I and E
	16	Ability to maintain professional boundaries and work within policy and procedure	E	A and I
	17	Competent in using computers and related technology with a good level of literacy and numeracy	E	A, I and E
	18	Ability to use a range of computer software to communicate, record and present information and data	E	A, I and E
Knowledge	19	Have an understanding of the barriers and needs faced by young people today	E	A and I
	20	A good working knowledge of safeguarding, support planning and risk management processes	E	A and I
	21	Knowledge of tenancy management and housing legislation in relation to homelessness	E	A and I

	22	A working knowledge of benefits available including Universal Credit and Housing Benefit	E	A and I
	23	A working knowledge of health and safety related to a housing setting or HMO (House of multiple occupancy).	D	A and I
Attitude	24	Awareness of restorative practice, willingness to learn and reflect on own and teams practice	E	A and I
	25	A commitment to, and understanding of, equality of opportunity and diversity	E	A and I
Other	26	Ability to undertake work outside of office hours when requested	E	A and I

Key:

A = Application form, I = Interview, E = exercise at interview