

## Deputy Accommodation Manager

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

## You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

## The role

- Providing excellent accommodation services to our customers in line with our service standards and contractual obligations with the University or NHS.
- Complying with local risk management controls to ensure customers, contractors, partners and staff live or work in a safe environment.
- Support the local delivery of our operational plans ensuring KPI's are achieved, contractual obligations met and maximizing occupancy and income.
- Work collaboratively with central services, University or NHS partners promoting engaging and positive relationships.
- Support the Accommodation Manager to effectively run our site office efficiently and effectively
- Support the delivery of 'Summer Lets' by managing departures effectively, promoting 'over stayer' opportunities/incentives, prompt preparation of accommodation for new arrivals including group bookings, facilitating the reinvestment programme and contribute to delivering local marketing strategies to generate income and maximise occupancy **(Students Only)**.

## The location

You'll be based at one of our local offices, with the option for working in a hybrid way when appropriate and as agreed with your manager.

## What you'll be doing:

- Assist the Accommodation Manager to create the annual site budget, assist with maintaining accruals and complying with financial procedures.
- Maximise our income by taking prompt action to manage rent arrears including providing support/signposting, issuing legal proceedings, attending court to give evidence, maintaining accurate transaction records, processing payments efficiently and recovery of rechargeable services.
- Maintain high levels of occupancy by ensuring compliance with the voids and allocations process including maintaining the local housing waiting list, working collaboratively with our partners on nominations, promptly shortlisting and verifying potential residents and delivery of local marketing initiatives to attract prospective customers.
- Proactively manage potential long-term voids by identifying short-term letting opportunities and working with the marketing & customer experience team to promote our accommodation on relevant platforms.
- Provide sector leading customer service by ensuring we pro-actively manage the needs of our diverse residents throughout their stay, deliver a comprehensive site induction, promote cohesive living, meet our service standards and lead on the delivery of community events.
- Work collaboratively with the surveying team to ensure we have an effectively repairs service, outsourcing works if demand or complexity of the repair exceeds the capacity/capability of the Estate Maintenance Officer.
- Drive efficiency by working with the Accommodation Manager and Estate Maintenance Officer to ensure our stock levels are optimal.
- Ensure we comply with our contractual, regulatory and legal obligations in relation to occupancy agreements, nomination agreements, leases, site service contracts, procurement processes and relevant health & safety responsibilities.
- Contribute to meeting the priorities of the accommodation service by ensuring targets are met, working efficiently and providing excellent customer service to drive resident satisfaction.
- Assist in mitigating our service risks by ensuring guidance, procedures and policies are complied with including our health & safety, fire and building safety.
- Ensure site compliance records are up to date by seeking assurance from central compliance team covering gas, electrical, portable testing, water hygiene, asbestos, lifts, fire risk assessments and health and safety inspections.
- Provide a comprehensive tenancy management service balancing support, enforcement, and engagement. Support the Accommodation Manager to resolve complaints ensuring any lessons learnt helps to share our service improvement plans.
- Ensure the site office is maintained to a high standard, operates in line with agreed contract terms and complies our health & safety management procedures.

- Maintain up to date knowledge of best practice, regulation and legislation relating to the provision of property and housing management in the broadest sense.
- Assist the Accommodation Manager to ensure repairs, maintenance, planned and investment works are delivered effectively including keeping residents and our partners informed.
- Support the delivery of 'Summer Lets' by managing departures effectively, promoting 'over stayer' opportunities/incentives, prompt preparation of accommodation for new arrivals including group bookings, facilitating the reinvestment programme and contribute to delivering local marketing strategies to generate income and maximise occupancy **(Students Only)**.

## What you'll need:

### Knowledge

- Level 3 Certificate in Residential Letting and Property Management
- Understanding of student services including best practice, the regulatory framework and relevant legislation within which Registered Providers operate.
- Up to date knowledge of housing legislation and requirements for housing in multiple occupation.
- Understanding of the ANUK framework for landlords managing student accommodation.
- Good knowledge of safeguarding and health & safety in the broadest sense.
- Good knowledge of equality and diversity in the context of service delivery.
- Knowledge of IT systems used such as StarRez, Microsoft and MRI.

### Skills

- Data inputting and validation
- Data collation and analysis
- Microsoft (Word, Excel, Powerpoint, Outlook, CRM Dynamics)
- Project delivery
- Contract delivery
- Effective communication skills
- Budget management

### Abilities

- Customer-focused
- an prioritise work in order to meet deadlines
- Able to work under pressure with minimum supervision
- Self-motivated with a flexible approach to work
- Very good attention to detail and quality
- Able to work productively with internal departments and external partners and other bodies
- A 'can do', proactive approach to problem solving
- Always willing to learn and continue in personal development by attending conferences, seminars, webinars and training
- Able to build effective collaborative relationships in Southern Housing.