

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Decants Project Manager (fixed term contract until 31 March 2025)
<b>LOCATION:</b>	Newlon House, Tottenham Hale London N17
<b>SALARY:</b>	£52,731 per annum plus eligibility for up to 5% performance related pay bonus
<b>REPORTING TO:</b>	Assistant Director – Strategic & Operational Asset Management
<b>RESPONSIBLE FOR:</b>	One Decant Officer and two Trainee Resident Liaison Officers

### **The role**

- To provide operational leadership of our Decants, Disposals and Void Services, taking ownership of service quality and ensuring that residents are supported throughout .
- To be responsible for the delivery of the Corporate Planned Disposal Programme
- Will be instrumental in establishing positive relationships between Newlon and our residents through challenging circumstances
- As a manager, to establish a culture where staff achieve results, to take a lead on finding improved ways of working that utilise our great staff and make best use of technologies, maximising the use of the portal.
- Our goal is to be easy to deal with, trusted and to provide resolutions to our resident service requests.
- Working collaboratively with other teams and departments to achieve aims of Trust Newlon and deliver the highest standards of service to our residents
- To be responsible for implementing and managing chain decants for both permanent and temporary decants
- This role is essential to help us deliver on our goals to increase resident satisfaction, provide high level of housing and improve the overall service experience for residents that are faced with challenging circumstances.
- You will be responsible for tracking void targets and monitoring KPI's
- You will in an ambassador role, promoting the highest standards of resident service across Newlon.
- We want to be known for always actively seeking resident feedback and utilising learning from a range of sources to drive service improvements across Newlon. Look for ways to reduce barriers to service and streamline processes for the benefit of service delivery.
- The role and team are advocates for the resident, ensuring services are delivered with sensitivity, warmth and empathy.
- We want to work closely with all senior managers & business leads to ensure service failures are owned and resolved and that we learn from our mistakes.

In order to meet customer demand, the post holder will be expected to work some early mornings and evenings to attend consultation meetings with residents and external stakeholders.

All post-holders are expected to take ownership and responsibility for the issues under their control and prioritise workloads or resources to deliver quick solutions to our customers if they encounter service failure.

## SPECIFIC TASKS AND RESPONSIBILITIES

Key Tasks and Responsibilities		Performance Standards, Outcomes and Behaviours
1.	To manage all temp and perm decant works streams to ensure that properties are turned around quickly.	<ul style="list-style-type: none"> <li>• Ensure viewings and the decant process are managed to meet customer requirements.</li> <li>• Ensuring that targets for letting times are met;</li> <li>• Working with both Housing and Property Services colleagues to ensure void turnaround targets are met</li> <li>• Ensure Rent setting for all rented properties according to policy and procedure</li> <li>• Ensuring the administration of deposits according to policy and procedure.</li> <li>• Ensuring that allocations comply with policy &amp; GLA guidance and are fair, as well as meeting any nomination agreements/S106 conditions.</li> <li>• Ensure new handovers are planned effectively to achieve fast void turnaround and communication with prospective/new residents is effective.</li> <li>• To ensure all data is logged within Newlon's systems</li> </ul>
2.	To actively promote successful lettings through marketing and relationship building	<ul style="list-style-type: none"> <li>• Good working relationships maintained with Local Authorities, working groups and referral agencies</li> <li>• Professional and effective materials produced to promote services;</li> <li>• Take ownership for properties that are hard to let properties and devise plans to address this</li> <li>• Rationalise processes – making more efficient &amp; customer focused</li> <li>• To develop and manage chain decants to ensure that business plan objectives are being met.</li> <li>• To work with external parties to agree partnership agreements for both temp and permanent decants.</li> <li>• Review households with under occupancy and devise a strategy to deal with Red and Amber properties.</li> </ul>

3	Opportunities to Move to free up Red & Amber Properties	<ul style="list-style-type: none"> <li>• To take lead and oversee Transfer Panels held for Discretionary Transfer requests and appeals;</li> <li>• Ensure requests to move are managed in sensitive manner, as well as in line with policies and ensure resident is fully informed;</li> <li>• Ensure Mutual Exchanges promoted and facilitated;</li> <li>• Transfers dealt with speedily and efficiently;</li> <li>• Managing the permanent Decant programme as well as responding to the demand for temporary decants and maximising the use of properties to achieve business objectives.</li> <li>• Ensure Decants dealt with sensitively and according to procedure;</li> <li>• Ensuring continuous and clear communication with customers at each stage leading to decision and throughout the management of the case</li> </ul>
4.	To manage and deliver on up to 32 disposal per annum	<ul style="list-style-type: none"> <li>• Responsible for ensuring that Vacant Possession is provided on targeted annual disposals.</li> <li>• To ensure that disposal income meets the annual business plan target and all sales proceeds are received before 31<sup>st</sup> March.</li> <li>• To work closely with Newlon's Sales Team and Auctioneers and Solicitors to ensure that sales are completed in a timely manner.</li> </ul>
5	Financial Management	<ul style="list-style-type: none"> <li>• Ensure Decant, void and Disposal budgets are effectively monitored and any issues identified and dealt with early.</li> <li>• Ensure that Ad hoc or high value spending is negotiated with all relevant stakeholders;</li> <li>• Feed into budget discussions to ensure services can be delivered effectively</li> </ul>
6	To support the effective working of Disposal, Voids and Decant Team	<ul style="list-style-type: none"> <li>• All Newlon policies enforced and adhered to.</li> <li>• Effective contributions made at meetings.</li> <li>• Assistance provided to the Assistant Director of Strategic &amp; Operational Asset Management</li> <li>• Leading and contributing to team and departmental work plans, policy and service reviews, corporate strategies and projects.</li> <li>• Develop strategies for achieving Business Plan and Trust Newlon objectives</li> <li>• Complete reports to Executive team and feed into Board reports, on occasion report to Strategy TET on significant risks/issues.</li> </ul>
7	To lead and manage the Decants Team ensuring their effectiveness in	<ul style="list-style-type: none"> <li>• To ensure services delivered by team meet the Business Plan &amp; Trust Newlon objectives;</li> </ul>

	supporting Newlon's business objectives and Trust Newlon aims.	<ul style="list-style-type: none"> <li>• Ensure lone working procedures followed every time and records kept up to date</li> <li>• Change managed effectively</li> <li>• Objectives and targets set in line with the business plan</li> <li>• Effective appraisals and 121s held and recorded</li> <li>• Performance issues identified and dealt with promptly</li> <li>• Learning and development needs identified and met through a variety of activities</li> </ul>
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**No job description can cover every issue which may arise and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.**