



JOB DESCRIPTION

JOB TITLE: Housing Manager
JOB STATUS: Regular Full Time, Exempt
REPORTS TO: President/CEO

POSITION SUMMARY:

Under the direction of the President/CEO, the Housing Manager will lead and manage the provision of a high-quality, responsive housing service that delivers and focuses on positive customer outcomes and satisfaction, meeting the needs and aspirations of the local community and surrounding villages.

Develop and drive a performance culture focused on continuous improvement, accountability and personal responsibility. Lead, manage and motivate teams to achieve excellence in all activities.

ESSENTIAL FUNCTIONS:

- 1) To be responsible for management, coordination and control of allocated resources across divisions to ensure the delivery of excellent housing services, ensuring that all aspects such as neighborhood quality, nuisance, rent recovery and resident involvement services are delivered to the highest standards in line with customer needs and expectations.
- 2) Ensure all available resources are deployed effectively, giving customer service priority at all times.
- 3) Work in partnership with other Managers to ensure that all resources are effectively deployed to ensure services are delivered and maintained in line with the organization's standards.
- 4) To develop and achieve performance targets and improvement plans for the area with a focus on continuous improvement, training, and value for money, ensuring that a performance culture is developed and sustained within the Housing team.
- 5) Update and Maintain the Admissions and Occupancy Policies.
- 6) Carry out quality assurance checks regularly both office-based and on-site. Regularly review and manage individual and team performance making appropriate interventions and taking action promptly where required.
- 7) In partnership with other managers across the wide organization both within and outside of BSRHA, to review, monitor and ensure that appropriate standards of work are maintained by all BSRHA staff in the designated geographical area of responsibility.
- 8) Review and monitor other services delivered on estates ensuring they are effective; they meet the requirements of relevant Service Area Agreements and take action to address service failures promptly and escalate where necessary.
- 9) Ensure that the Housing Authority's responsibilities as a landlord are met by ensuring compliance with current tenancy conditions through the effective operation of the rent arrears recovery, nuisance management policies and procedures, the former tenant arrears procedure and recharges procedures including progression to legal action.
- 10) Represent the organization at court, accessing appropriate legal advice where necessary and provide support and assistance to team members.
- 11) Provide information and signpost where necessary to ensure access to support services is enabled and promote tenancy sustainability and support vulnerable households.
- 12) To cultivate appropriate relationships with key external and internal partners, representing the organization at meetings with various agencies concerning individual cases, and acting in the best interests of the organization and customers at all times.
- 13) Exercise effective management of available financial resources to ensure that activities are undertaken in line with financial regulations & corporate standards ensuring value for money and efficiency.

- 14) Promote resident involvement and community development by arranging and attending meetings and events with community and resident groups where necessary, utilizing team resources to do so.
- 15) Ensure customer feedback is actively sought by various methods and that feedback received is acted upon and responded to.
- 16) Provide operational leaseholder services and support effective communication, involvement and participation.
- 17) Ensure that tenant complaints, homebuyer inquiries, and requests for information is dealt with effectively within set timescales, data protection guidelines and resolved at the earliest point of contact.
- 18) Act as an ambassador for BSRHA at all times, promoting its role and achievements internally and externally.
- 19) Provide motivational leadership and support to the team, ensuring clarity of direction, effective communication and development of personal potential, including appraisals and training plans.
- 20) Regularly review and manage individual & team performance making appropriate interventions, discipline and reward and taking action promptly where required with the support of Management where necessary.
- 21) Lead and contribute to the development of related policies, procedures and initiatives, ensuring they meet the organization's vision and objectives, preparing and presenting reports as required.
- 22) Ensure that all communications relevant to Housing services are up to date and accurate and continually review their effectiveness.
- 23) Ensure compliance with organizational requirements for Data Protection, Risk Management, Safeguarding, Health & Safety and other legal and statutory requirements, along with best practices and general duty of care.
- 24) In all aspects of the organization's work, promote effective communications, excellence in customer service, personal accountability and a focus on continuous improvement.
- 25) Be responsible for securing and managing the organization's assets relevant to the post.
- 26) Carry out any other duties appropriate with the post's general level of responsibility.

Required Qualifications

- 1) Bachelor's Degree in a related field or 15 years of related work experience. Comparable work experience may substitute for the degree requirement on a year-for-year basis.
- 2) Must be willing to become proficient in computer knowledge and skills in internet usage, HDS, Word, Excel and Windows.
- 3) Must be attentive to detail and perform accurate work under numerous time constraints.
- 4) Must be dependable, self-motivated, and able to work with minimal supervision.
- 5) Must be willing and able to pass a drug test.

Preferred Qualifications

- 1) Knowledge of HUD and Authority policies, procedures, and practices.
- 2) Able to stand and walk less than half the workday in a construction environment with required proper precautions.
- 3) Knowledge of the Bering Straits Region and its people is preferred.

FOR MORE INFORMATION OR TO APPLY:

Application and full Job Description can be downloaded from the website www.bsrha.org, picked up the BSRHA Office: 1008 East Front Street, Nome, Alaska, or by emailing HR@bsrha.org. Applications may be turned in, mailed, faxed or e-mailed to BSRHA.