



JOB PROFILE

Head of Housing & Youth Services

- Location:** The post holder will be expected to work across all sites as required.
- Responsible to:** Director of Housing, Asset Management & Development
- Responsible for:** Housing Support Manager (Crouch End), Housing Coordinator (Monarch Court), Housing Coordinator (LandAid House), Youth Project Co-Ordinator, Resident Engagement Co-Ordinator and ETE Coordinator.
- Annual leave:** 33 days per annum including public holidays.
- Other Benefits:** Contributory pension scheme, interest free season ticket loan after six months and confidential telephone counselling service.
- Salary:** H Grade
- Hours:** 35 hours per week, flexible with some late evening hours and 4 weekend days to be worked a month.
- Job Purpose:** The post holder will have responsibility for overall Housing, Youth provision and Catering, meeting all regulatory standards. Day-to-day managerial responsibility for the housing and youth services. The post holder will, through strong leadership to the staff team, ensure a high-quality service to all residents and young people engaged in our youth provision. They will maximise both occupancy and rental income whilst ensuring arrears are minimised.

Job Context:

The housing projects at Crouch End, Monarch Court and LandAid House accommodate vulnerable young people aged between 16-35. The hostel reception is open 24/7, 365 days a year. There are numerous youth projects in place for young people aged 12 to 25 across Islington, Hackney, Haringey, Newham, Tower Hamlets and the City of London with a youth centre based in Islington (The Drum) as well as offsite provision.

1. Duties and responsibilities:

Strategic Input

- Develop a departmental strategy that aligns with the organisation's wider aims and objectives.
- Ensure that all operational policies and procedures are periodically reviewed, evaluated and recommendations made, so that an appropriate housing policy framework is in place to guide the organisation's decision making. Negotiate, as appropriate, with funding authorities and other funding sources on future housing service delivery initiatives. Evaluating tendering and service level agreements.

Staff Management

- To lead and manage the department in line with the ethos and values of the organisation, create a participatory management culture and build competent and motivated staff.
- Establish a culture of performance management with clear targets and monitoring systems put in place to manage the performance of the team.
- Identify training needs and implement/procure any relevant training needed to ensure staff are suitably qualified and trained in necessary skills.

Financial Management

- Manage the Housing and Youth Services department budget. Implement action plans to address budget variances. Develop effective business cases that support future budgeting requirements.
- To negotiate and authorise contracts within the delegated scheme of authority. Ensure rental income from rooms is maximised and voids minimised, meeting identified key service targets.
- Oversee rental income in conjunction with the Rent Support Coordinator and Income Team Leader to ensure charges are paid on time and bad debts are minimised.

Housing Management & Youth Services

- To ensure that all licence agreements are upheld and that breaches are dealt with according to relevant policies and procedures.
- To ensure licence agreement management is up to date in terms of relevant legislation and regulatory requirements.
- To develop and maintain strong links with a range of stakeholders, such as Single Homeless Project, to maximise referrals.
- Assume overall reporting responsibility for incident and eviction reports.
- To ensure complaints and incidents are resolved effectively.
- Establish and maintain clear operating systems for resident referrals and room bookings, ensuring robust implementation by the staff team.
- Ensure all cash-handling procedures and other transactions at reception are maintained in line with the organisations operational policies and procedures.

- Ensure that all records (resident files, etc.) and databases (Inform / AMIS) are kept up to date with information input in a timely and accurate manner.
- To comply with and implement all operational Health and Safety policies, including training staff, conducting inspections and risk assessments and reporting concerns.
- To have overall responsibility for the security of the hostel accommodation, including building access control, CCTV and ensuring that safety procedures are followed.
- To manage contracts relating to the Housing and Youth Service operations.
- Liaise with Tenant Groups, Local Authority Councillors, Tenant Service Authority, property professionals, Police and other support and welfare organisations including Social Workers, voluntary agencies, etc.
- Ensure that information and communications technology is used to maximise the smooth running of services, working in collaboration with the Property & Facilities team to identify improvements.
- Deliver Youth Services in accordance with the outlined objectives, activities, anticipated outcomes, and contract requirements, whilst identifying opportunities to enhance current provision through additional funding.

Resident Involvement Development

- To deliver the Resident Involvement Strategy at client level and ensure that clients are engaged in the delivery of services.
- Manage the Resident Engagement Coordinator and ETE Coordinator to ensure high quality resident engagement services are delivered to our young people.
- Lead on improving the customer satisfaction experience for our young people across Housing, Youth Services and Catering.

Regulatory Standards and Compliance

- Ensure that Housing, Youth Service and Catering statutory and regulatory requirements (such as HCA), are effectively met.
- Ensure compliance with the appropriate contractual, legal, and quality assurance frameworks consistent with quality housing standards.
- Be the designated organisations Safeguarding Officer, ensuring safeguarding matters are appropriately managed in accordance with the organisation's Safeguarding Policy and Procedure.
- Ensure adequate Safeguarding training is provided to staff and volunteers.
- In relation to GDPR, maintain the integrity of the personal data; protect personal data from breaches and maintain the confidentiality of personal data. Report any data breaches promptly to your line manager

Other Duties

- To represent City YMCA at relevant external forums in consultation with the department Director.
- Support the management on-call team for out of hours cover.
- To undertake other activities commensurate with grade and status.
- Maintain and apply a thorough knowledge of the organisations Code of Conduct, Finance and Human Resources policies and procedures.

Person Specification Head of Housing and Youth Services

Knowledge and Qualifications	
Educated to degree level or equivalent (<i>in relation to housing management and or youth-related</i>)	Essential
A working knowledge of effective Project Management	Essential
A working knowledge of the management of a Catering Service	Desirable
An understanding of Housing and Youth Service Income Streams	Essential
Up-to-date knowledge of regulatory framework for Registered Providers (Homes and Community Agency) and associated Housing Industry Regulations	Essential
Recognises the importance of developing the active involvement of young people and can demonstrate how this may be achieved	Desirable
Experience	
Significant senior management experience in the housing sector.	Essential
A minimum of five years' experience of managing staff at a senior level	Essential
Experience of monitoring and evaluating service delivery in the housing and youth sector	Essential
Experience of managing significant budgets	Essential
Experience of meeting performance standards and key performance indicators	Essential
Experience of working with and reporting to funders, and understands the intricacies of contract management	Essential
Skills and Abilities	
Staff management – to be a highly effective, enabling manager with the ability to develop staff to maximise potential and derive up personal performance.	Essential
Change management – ability to manage organisational and cultural change.	Essential
The ability to prioritise and organise workload for self and the team and work well under pressure	Essential
Excellent written and verbal communication skills with the ability to produce timely and accurate reports in line with deadlines	Essential
Excellent analytical and problem-solving skills with a solution focused approach	Essential
Willingness to work flexibly in response to changing organisational requirements	Essential
Is financially astute with an eye for detail and inconsistencies	Desirable
Relationship Building – ability to develop and maintain constructive relationships with key internal and external stakeholders.	Essential
Can demonstrate the ability to deliver work according to planned goals and targets	Essential
Willing and able to work outside of normal office hours and work flexibly hours in line with duty rota	Essential
A commitment to equal opportunities in service delivery and diversity in employment practices	Essential