

<b>Employer: Roman Way Estate CIC</b>	<b>Job: TMO Manager</b>	<b>Grade/salary: £42,000 37.5 hours per week</b>
---------------------------------------	-------------------------	--

### **Job Purpose**

- The strategic and operational management of a customer driven housing management service, including tenancy services, repairs, customer services, cleaning, grounds maintenance and other estate services.
- Supporting the board in the management and review of all contracts and service level agreements relating to the above services.
- Assisting the board in the strategic review of the housing management service.
- Supporting the board in developing and maintaining its' role as a community leader and building on it's partnerships with statutory and voluntary agencies.

### **Principal Accountabilities**

The TMO Manager will report to the Chair of Roman Way Estate TMO and will be responsible for the overall staff management of the Roman Way Estate Housing Office. The main accountabilities are listed below.

- The effective day to day leadership, management and supervision of our estate based staff team.
- Supporting the TMO Treasurer & Chair in the day to day management and monitoring of the boards delegated budgets.
- Ensuring Roman Way Estate CIC meets and exceeds it's targets as set out in the Business Plan and Key Performance Indicators.
- Overseeing expenditure against the management and maintenance allowance and manage cost centre budgets at local level.
- To be responsible to the Management Board for all matters relating to the running of the Management Organisation in accordance with the Management Agreement (MA) with Birmingham City Council.
- Working in partnership with the board and all residents to deliver continuous improvement and value for money across all TMO managed and contracted services.

### **Duties**

1. To be responsible for the annual development and implementation of the local business plan for Roman Way Estate T.M.O, including reporting on income and expenditure relating to directly managed services and the achievement of targets, standards of service and service improvements.

2. To ensure the correct implementation of all standing orders relating to the supply and procurement of services.
3. To ensure the TMO meets its obligations as laid out in the management agreement.
4. Effectively supporting and advising the TMO board in negotiations with the Council relating to the management agreement.
5. To ensure compliance with all relevant policies and procedures relating to the management of housing services on Roman Way Estate.
6. To lead and manage Roman Way Estate TMOs staff to ensure they meet the TMOs commitment to high quality, customer centred service provision.
7. To ensure active and positive management and support of Roman Way Estate TMO staff, including but not limited to, induction, training and development, work planning, performance appraisal, correct application of disciplinary and capability procedures and management and recording of absence including sickness. Recording and maintaining effective personnel records.
8. To develop, maintain and improve communication levels, with a range of stakeholders including but not limited to;
  - a) the TMO Board,
  - b) residents of Roman Way Estate,
  - c) elected members of the Council and MPs,
  - d) the Housing Department,
  - e) other Council Departments as and when required,
  - f) statutory agencies such as the Police, Social Services, NHS, DWP, Job Centre Plus etc.
  - g) voluntary agencies, such as advice centres, law centres, community groups, etc.
  - h) agencies acting in support of volunteers.
  - i) other local TMOs.
  - j) Other TMOs both in England and across the UK via representative organisation such as the National Federation of Tenant Management Organisations.
9. To ensure effective performance of key housing management functions including;
  - a) proactive management and control of empty homes;
  - b) effective management and delivery of all landlord repair obligations delegated to the TMO under the management agreement;
  - c) effective and sensitive management of neighbour disputes and anti social behaviour using available remedies to support victims and tackle perpetrators, including local resolution, use of mediation, use of victim support and the enforcement of the

- tenancy agreement and other legal tools available under current legislation;
  - d) prompt and thorough investigation and determination of all tenancy change requests including name changes, assignments, successions and mutual exchanges.
10. To ensure the repairs service delivers excellence and value for money (VFM), through;
- a) the effective leadership and management of the repair and maintenance team;
  - b) pre-inspection and accurate specification of works;
  - c) post-inspection of a significant proportion of repairs to enable an overview of quality, timeliness and VFM;
  - d) maintaining frequent and effective liaison with contractors.
  - e) working with the TMO Treasurer to ensure the Board members and TMO staff comply with the financial and contractual procedures as set out in the scheme of delegation and Standing Orders.
  - f) working with contractors to ensure they act in accordance with the policies and procedures set out in the management agreement and that they meet the TMOs performance standards.
  - g) working with the board and the Councils designated officers to ensure that works within the responsibility of the Council such as external decorations, are effectively project managed, deliver VFM and are developed in partnership with residents.
11. To support and develop resident participation and involvement in the shaping of the housing management service.
12. To support the board in ensuring it is represented at all levels of the Councils' housing and community-wide consultation structure, i.e. TMO Liaison Committee, etc..
13. To work with the board on the development of and delivery of appropriate training to enable the Board, sub committee members and delegates to operate effectively.
14. To work with the board on initiatives to drive up membership, broaden it's skills base, increase capacity and raise it's profile as a community organisation.
15. To work with the TMO Treasurer & Chair in;
- a) preparing accounts for the annual audit;
  - b) ensuring the TMOs accounts, financial processes and policies and procedures comply with the requirements of internal and external auditors;
  - c) ensuring, where necessary any gaps are addressed within the limits set within the compliance action plan.
  - d) Ensuring all financial transactions are suitably recorded using Sage software.

16. To work with the board to ensure that it meets all legislative requirements both as a managing agent of the landlord and an employer, including but not limited to;
  - a) Health and Safety at Work Act 1974
  - b) Landlord and Tenant Act 1985:
  - c) Housing Act 1996;
  - d) General Data Protection Regulations (GDPR) 2018
  - e) Equality Act 2010
17. To work with the board to ensure it meets all regulatory as set out in the management agreement and the Right to Manage regulations 1994.
18. To ensure that all complaints are thoroughly investigated and responded to promptly, in line with the TMOs complaints policy and procedure.
19. To ensure that all members enquiries thoroughly investigated and responded to promptly, in line with TMO policy.
20. To ensure all written correspondence is logged investigated and responded to, in line with TMO policy.
21. To represent Roman Way Estate TMO at council and other meetings as directed by the Board
22. To attend Roman Way Estate TMO Board meetings on a monthly or as and when required by the Board.
23. To attend Court, Leasehold Valuation Tribunal and Employment Tribunal, when required to represent Roman Way Estate TMO in legal or quasi-legal proceedings.
24. To actively promote and encourage a workplace and service culture which values diversity and supports equality.
25. To actively promote and encourage a workplace and service culture which values the principles of tenant management and puts the customer at the heart of service delivery.
26. To work with the TMO board on the drafting, implementation and review of all policies and procedures relating to its' role as a managing agent and employer.

## **Other essential requirements of the job**

The postholder will be required to attend evening meetings and may be required to work occasional weekends. They may also be required to attend out of hours emergencies in line with the TMOs emergency action plan.

## **Roman Way Estate TMO**

### **Person Specification – TMO Manager**

E = Essential

D = Desirable

S = Assessed at shortlisting (application form)

A = Occupational Assessment

I = Assessed at Interview

<b>Experience</b>		
1	At least 2 years experience of managing staff, using performance management systems to achieve organisational goals.	ES
2	At least 2 years experience of managing social housing services such as repairs, tenancy and leasehold management, income management and debt recovery, empty homes, resident involvement and customer services.	ES
	Ideally CiH Accreditation	
3	Experience of working for a Tenant Managed Organisation, community housing organisation, or comparable voluntary/community led service	DS
4	Experience of devising budgets and preparing annual accounts for audit.	DS
5	Experience of managing and monitoring budgets	ES
6	Experience of using Information and Communications Technology	ES
7	Experience of managing contractors.	ES
8	Demonstrable experience of working with other agencies/ stakeholders to achieve shared objectives.	ES
9	Experience of setting up new teams and/or running a small business.	DS
<b>Knowledge and skills</b>		
10	Proven ability to draft service level agreements and contracts	ESI
11	Demonstrable knowledge of relevant legislation relating to social housing providers including TMOs.	EI
12	Demonstrable knowledge of the current issues impacting on the lives of social housing tenants and their families.	ESI
13	Able to lead, manage, support and motivate staff to achieve continuously improving housing services.	ESI
14	Computer literate	ESA
15	Able to produce, clear concise written material of varying complexity for a wide range of audiences, to a high standard of English	ESA

16	Highly developed numeracy skills, with the ability to interpret detailed and complex financial information	ESA
17	Highly developed influencing and negotiating skills.	EI
18	Ability to work on own initiative and managing a demanding workload with competing priorities.	ESI
19	Highly developed problem solving skills	ESI
20	Demonstrable ability to resolve conflict and build positive working relationships.	ESI
<b>Personal attributes</b>		
21	Strategic, innovative thinker	EI
22	Committed to the principles behind equal opportunities and the valuing of diversity.	EI
23	Believes in putting the needs of the customer first.	EI
24	Adapts their leadership style according to the requirements of the situation, taking in to account the abilities, attributes and experience of their staff.	EI
25	Flexible worker who leads by example.	EI
26	Prepared to work evenings and weekends as and when required.	EI
27	Committed to the principles tenant management and empowerment.	EI