

JOB PACK

NEIGHBOURHOOD SERVICES MANAGER



Jigsaw

**Creating homes.
Building lives.**



ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Holidays:	24 days leave per annum plus 3 days for Christmas closure (based on a 5-day working week) plus bank holidays, plus additional days after 2 years continuous service (to a maximum of 5 days)
Pension:	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
Jigsaw Benefits:	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, BHSF membership, enhanced maternity/paternity leave and training/development opportunities plus much more. See the benefits page on our website for more details.

Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a six-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	In addition, any offer is also subject to receipt of a Basic Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit www.jigsawhomes.org.uk/dbs to view the Group's DBS policy statement. Further information about the disclosure can also be found at www.homeoffice.gov.uk/dbs
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

The Neighbourhoods service is a key area of the business, delivering a comprehensive housing management function that includes lettings, tenancy management, anti-social behaviour and safeguarding.

The service ensures homes are allocated fairly and efficiently, tenancies are sustained, and communities remain safe and well managed, with a strong focus on customer service and regulatory compliance.

Role Summary

In this role you will be responsible for leading an efficient and high-performing team delivering lettings, tenancy management, anti-social behaviour (ASB) and safeguarding services.

You will provide strong leadership, ensuring performance targets are met, services are delivered to a high standard, and customers receive a consistent and effective service.

You will work collaboratively with internal teams and external partners to ensure homes are let in a fair and timely way, tenancies are sustained, ASB is effectively managed, and safeguarding responsibilities are met.

Responsible To - Assistant Director of Neighbourhoods

MAIN TASKS OR ACTIVITIES

1. To lead, manage and develop a Neighbourhood Services team delivering lettings, tenancy management, ASB and safeguarding services, ensuring high standards of service delivery and performance.
2. To ensure the efficient allocation and letting of properties across all tenures, promoting sustainable tenancies and balanced communities, whilst meeting local housing need.
3. To oversee and report on the performance of the lettings service, including void turnaround, re-let times and customer satisfaction, ensuring targets are achieved.
4. To ensure all tenancy management cases are managed effectively and within required timescales, including complex and sensitive cases.
5. To oversee the effective management of all reports of anti-social behaviour, ensuring timely, proportionate and consistent responses in line with policy and legislation.
6. To oversee enforcement action, including the use of legal remedies, ensuring evidence is gathered and recorded to the required standard.
7. To ensure safeguarding is embedded across all services, responding effectively to risks involving vulnerable children and adults and working within multi-agency frameworks.
8. To ensure domestic abuse cases are managed in line with policy, including immediate safeguarding actions and referrals to appropriate support services.
9. To work collaboratively with key partner agencies including local authorities, police and support services to deliver effective housing management outcomes and safeguard residents.
10. To manage, motivate and develop staff, setting clear objectives, carrying out appraisals, and addressing performance issues where required.

11. To ensure compliance with all relevant legislation, regulatory requirements, policies and procedures relating to housing management, ASB and safeguarding.
12. To manage budgets and resources effectively, ensuring value for money and efficient service delivery.
13. To ensure all health and safety requirements are met and risk assessments are adhered to and reviewed.
14. To follow all organisational policies and procedures and undertake mandatory training as required.
15. To carry out any additional duties as reasonably required by senior management.
16. Follow all Group policies and procedures in accordance with the role. Complete mandatory training when requested to ensure compliance with Group policies and procedures.
17. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
18. Carry out any other duties which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive, Group Director or Operations Director or commensurate with the position.

Candidate Requirements

Candidate Requirements:

- Experience of leading and managing teams in a housing or related environment.
- Strong knowledge of lettings, tenancy management, ASB, safeguarding and relevant legislation.
- Experience of managing complex cases and using enforcement and legal processes.
- Proven ability to work effectively with partners and stakeholders in a multi-agency environment.
- Experience of performance management, reporting and driving service improvement.
- Strong communication, leadership and organisational skills.
- Experience of housing management systems and maintaining accurate records.
- Understanding of safeguarding legislation and practice.

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



Jigsaw Homes Group Limited

Cavendish 249
Cavendish Street
Ashton-under-Lyne
OL6 7AT

w: jigsawhomes.org.uk
t: 0300 111 1133
@JigsawHG

Regulated by the Regulator of Social Housing Registration No. LH 4345
Registered under the Co-operative and Community Benefit Societies Act 2014 Registration No. 29433R



Jigsaw

Creating homes. Building lives.

