

PCCHA

CONNECTING COMMUNITIES

Recruitment Pack

Head of Resident Services

April 2024

Welcome from the Chief Executive, Karen Cooper

Dear Applicant,

Thank you for your interest in the role of Head of Resident Services. This is a fantastic opportunity for the right candidate to join PCHA and make a real difference to the organisation during a significant period of growth and change.

PCHA (Penge Churches Housing Association) is a small community based housing association, with 413 homes, in the boroughs of Bromley and Bexley. Our aim is to make a difference every day and have a positive impact on both the lives of our residents and the communities in which we work. We are committed to working in partnership with our residents to ensure that their tenancies, and our communities, are sustainable. People are very much our business and our small but passionate team are undoubtedly our greatest resource. We like to work hard but have fun whilst we do it so it's a great place to work.

This is an exciting time for our future. Having completed a merger in March 2023, we are now entering into a partnership with the London Borough of Bromley to manage their housing stock on their behalf; approximately 300 homes, including some temporary accommodation, with more homes in the pipeline.

Our residents are at the heart of everything we do and we want a senior manager that can help drive this culture. Working within a small organisation means that you will have the unique opportunity to understand, and shape, the business inside out and make a real difference to PCHA and our residents. We are seeking a dynamic and proactive Head of Resident Services to manage the customer and tenancy services to our 413 homes. This role is a critical and exciting one for the right person.

We are ambitious for growth and plan to develop approximately 40 new homes over the next 5 years or so whilst not losing sight of our current residents and homes. We believe we punch above our weight and want a Head of Resident Services who can do the same!

We have a committed and enthusiastic staff team and we need a Head of Resident Services that can support PCHA and lead the team to deliver truly

excellent services. If you are skilled, passionate, proactive, dynamic and keen to make a real impact then this could be the role for you.

We recognise this is a key role and in order to get the right person we can be flexible about the hours/days worked and the package we can offer.

Should you wish to have an informal chat about the role please call me on 020 3434 5331 .

Karen

Karen Cooper, Chief Executive

About PCHA – Vision and Values

Our Vision

We are an ambitious local housing association that strives to deliver homes and services we can be proud of. We aim to make a positive impact and work collaboratively with our residents and communities to support them to thrive.

Our Values

Acting with Integrity

- We communicate in an open, honest and transparent way
- We do what we say we will and keep our promises
- We are accountable for our decisions and take responsibility for our mistakes

Being Ambitious

- We seek to deliver a broader range of services to meet the needs of more people in our community
- We are prepared to take appropriate risks to drive improvement and growth
- We are creative, forward thinking and open to new ideas
- We embrace change and respond positively to new opportunities

Striving for Excellence

- We will work inclusively and innovatively to continuously improve
- We are people focused and aim to tailor our approach to the needs of individuals
- We support residents in a holistic way, supporting them to thrive
- We strive to be proactive, solution orientated and go the extra mile
- We continually challenge ourselves to improve our performance

- We seek to make sound business decisions and be well governed and managed

Working in Partnership

- We build strong and positive relationships based on trust and mutual respect
- We strive to create a culture of collaboration and shared accountability

Behaving with Respect

- We behave in a fair-minded and non-judgemental way
- We value the individuality and diversity of our residents, staff and communities
- We are inclusive and respectful in the way we work
- We celebrate difference, believing everyone is unique
- We have a zero-tolerance approach to discriminatory behaviour

Being Kind

- We treat each other with compassion and kindness
- We encourage open conversations about mental health and well being

...Making a Positive Impact

Strategic Objectives 2023-2025

Our Services

- ❖ *Providing excellent services we are proud of*
- ❖ *Doing the Basics brilliantly*
- ❖ *Putting residents at the heart of what we do*
- ❖ *Working positively and holistically with residents to help them to sustain their tenancies*

Our Homes

- ❖ *Providing and maintaining homes we are proud of*
- ❖ *Providing homes that are decent, safe and green*
- ❖ *Delivering more rented homes for the local community*

Our Community

- ❖ *Making a positive impact in the wider community*
- ❖ *Work in partnership with others to proactively support our residents and local community*

Our Business

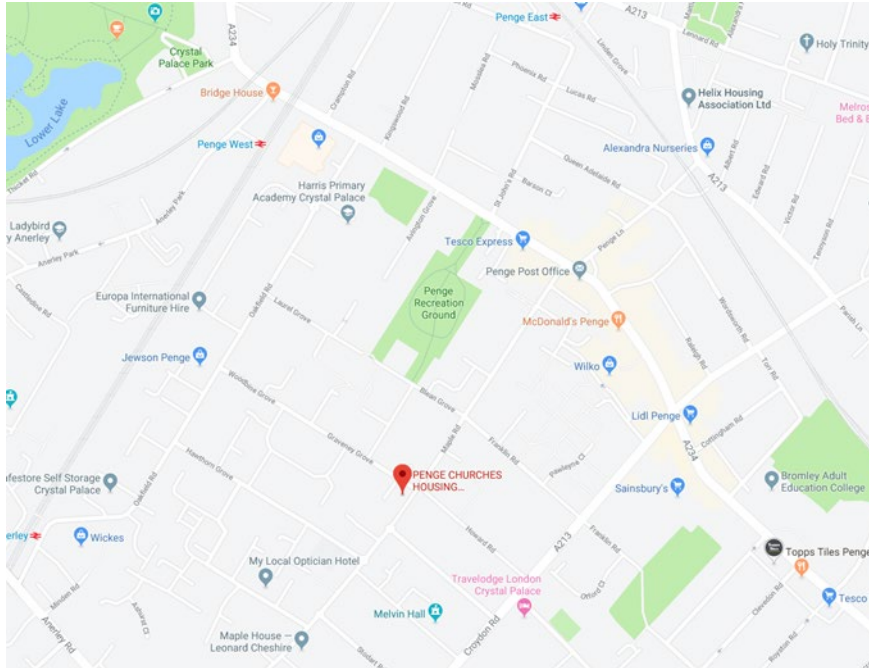
- ❖ *Being a modern, agile, resilient and forward-thinking business*
- ❖ *Maintaining financial strength, ensuring we have the resources to deliver our objectives*
- ❖ *Driven by our vision and values*

Our People

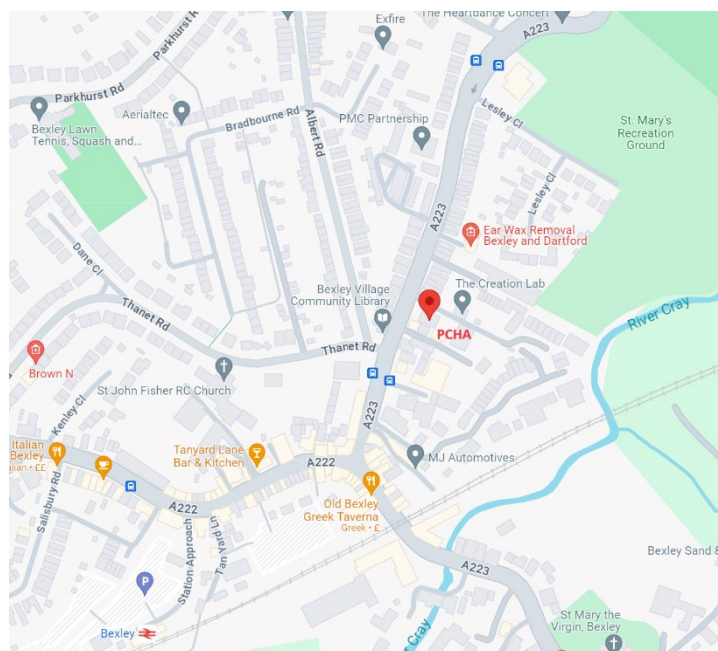
- ❖ *Building strong and positive relationships based on trust and mutual respect*
- ❖ *Creating a culture of collaboration and shared accountability*
- ❖ *Being agile, light of foot and resilient in the way we work*

About PCHA – Our Offices

PENGE - Based in Penge, SE20, our current office is within a 10 minute walk of Penge East, Penge West and Anerley Stations, with shops and amenities just a few minutes walk away. Close to Beckenham, Bromley town and Croydon, our office is easy to reach by car and there is plenty of free on-street parking.



BEXLEY - Based in Bexley Village, DA5, our current office is within a 5 minute walk of Bexley Station, with the shops and cafes of Bexley close by. We have parking on site.



Key Terms and Conditions

- Basic Salary circa £50k FTE (negotiable for the right person)
- Location: Hybrid - Agile working in place
- 4-5 days per week (flexible working available) with some evening attendance as required
- 25 days annual leave plus public holidays (pro rata) plus 2 additional days at Christmas, increasing with length of service
- Company Defined Contribution Pension Scheme (Employer contribution 10%)
- Salary Sacrifice scheme
- Ability to buy/sell leave
- Employee Assistance Programme
- Contribution to professional subscriptions and development
- HSF Health Plan with Perkbox rewards

Job Description and Person Specification

Job Description:

Overview:

To drive a proactive, responsive and truly exceptional service to residents and lead and inspire a performance related and customer focussed culture. To lead and manage the work of the tenancy service team and customer service officers to ensure residents receive the best possible service at all times. To be responsible for ensuring PCHA meets its KPIs in respect of voids, arrears, ASB and complaints.

This role requires a strategic and proactive approach to tenancy management, customer service and team leadership.

Key Responsibilities:

1. Team Leadership:

- Deliver a performance related and customer focussed culture across the team ensuring the highest standards of customer care and resident support.
- Provide motivational leadership, management and support to the team, ensuring clarity of direction, effective communication and development of personal potential. Ensure the team work in an outcome focussed way.
- Ensure the PCHA values are reflected in the work of the team and that all services provided are delivered in line with the PCHA vision and values.
- Provide guidance, support, and training to staff to enhance their skills and capabilities.
- Conduct regular performance reviews and implement development plans to drive team effectiveness.

2. Resident Services:

- Contribute to, and embed, continuous improvement plans for tenancy and customer services functions delivering a comprehensive range of services to meet residents needs and aspirations.

- Ensure all services are pro-active, effective, responsive, deliver value for money and are compliant with best practice, regulatory and statutory requirements.
- Foster positive relationships with residents, addressing their concerns promptly and effectively.
- Develop and implement strategies to improve resident satisfaction and engagement.
- Manage resident inquiries and complaints, ensuring timely resolution and maintaining high levels of customer service.
- Be the complaints lead for PCHA and ensure all complaints are dealt with positively, within our stated timescales and the Housing Ombudsman's Complaint Handling Code.
- Develop and embed an effective resident engagement plan ensuring the residents voice is heard.
- Lead in the collection and reporting of TSMs and other resident satisfaction measures ensuring all feedback is appropriately followed up.
- Lead in producing the resident newsletter.

3. Performance:

- Work with the team to achieve performance targets, producing monthly performance reports on voids, allocation, arrears, complaints, ASB and other tenancy matters as required.
- To ensure income is maximised and arrears are tackled in a proactive and positive way.
- To analyse data and trends to ensure services adapt and evolve to changing circumstances.

4. Compliance and Regulation:

- Ensure compliance with relevant housing legislation and the regulatory code at all times, in particular to ensure we comply with the consumer standards.
- Stay updated on changes to legislation and proactively implement necessary adjustments to policies and procedures.

- Conduct regular audits and inspections to maintain compliance and mitigate risks to PCHA.

5. General

- To attend and report to Board/Committee meetings as required
- To maintain confidentiality and comply with GDPR requirements
- Work flexibly and positively as part of a small team
- Put residents first at all times, providing a high standard of customer service both internally and externally
- Adhere to the spirit and requirements of PCHA's equal opportunities and other policies
- Represent PCHA at internal and external meetings as required portraying a professional image at all times
- Exercise a duty of care with respect to the health and safety of all
- Undertake any other reasonable duties that may be required from time to time

Note: This job description is a broad summary of the role; it does not cover every issue or task which may arise within the post at various times. The post-holder is expected to work flexibly and carry out other duties as required from time to time.

Person Specification

1	Education and Qualification	Essential	Desirable
1.1	Relevant degree level education or equivalent experience. CIH qualifications (level 4 or above) desirable.	<input checked="" type="checkbox"/>	
1.2	Evidence of continuous professional development	<input checked="" type="checkbox"/>	
2	Knowledge and Experience		
2.1	Track record of effective working at senior level within social housing	<input checked="" type="checkbox"/>	
2.2	Track record of driving up performance and delivering KPIs (arrears, voids & allocations, ASB and complaints)	<input checked="" type="checkbox"/>	
2.3	Track record of leading proactive, responsive and holistic tenancy management and customer services	<input checked="" type="checkbox"/>	
2.4	Strong track record of collaborative leadership with the ability to inspire and motivate a diverse team	<input checked="" type="checkbox"/>	
2.5	Experience of engaging residents in engaging and involving residents to support service delivery and improvement	<input checked="" type="checkbox"/>	
2.6	Track record of building effective relationships with staff, residents, and external stakeholders	<input checked="" type="checkbox"/>	
2.7	Up to date and thorough knowledge and understanding of the legislative and regulatory framework for the sector, particularly the consumer standards	<input checked="" type="checkbox"/>	
2.8	Experience of dealing with complaints in a proactive and timely manner	<input checked="" type="checkbox"/>	

2.9	Experience of managing and reporting on performance	<input checked="" type="checkbox"/>	
3	Skills and Ability		
3.1	Ability to work in a dynamic and fast-paced environment, adapting quickly to changing priorities and challenges.	<input checked="" type="checkbox"/>	
3.2	Resilience and the ability to remain calm under pressure, maintaining professionalism and composure in challenging situations.	<input checked="" type="checkbox"/>	
3.3	Exceptional organisational skills and attention to detail, with the ability to manage multiple priorities and deadlines effectively	<input checked="" type="checkbox"/>	
3.4	High level of written, presentation and interpersonal skills appropriate to a wide range of individuals and audiences	<input checked="" type="checkbox"/>	
3.5	Excellent communication and negotiating skills in order to build effective relationships with staff and key stakeholders	<input checked="" type="checkbox"/>	
3.6	Ability to understand and manage complex data and produce reports to show trends, compliance and progress.	<input checked="" type="checkbox"/>	
3.7	Ability to balance social purpose with commerciality getting VFM for residents	<input checked="" type="checkbox"/>	
4	Behavioural		
4.1	Builds strong relationships <ul style="list-style-type: none"> • Works collaboratively and is supportive to colleagues • Builds effective and positive external relationships • Is fair minded, inclusive and non-judgemental • Is positive with has a can do approach 	<input checked="" type="checkbox"/>	

4.2	<p>Delivers excellent customer service</p> <ul style="list-style-type: none"> • Is proactive, solution focussed and willing to go the extra mile • Treats people as individuals and tailors their approach wherever possible • Communicates in a way that is appropriate, timely, clear and accurate • Is able to say no in a positive way • Is reliable and keeps promises 	☑	
4.3	<p>Acts with Integrity</p> <ul style="list-style-type: none"> • Takes responsibility for own actions and mistakes • Is accountable for decisions and doesn't pass the buck • Is open, honest and trustworthy 	☑	
4.4	<p>Planning and Organisation</p> <ul style="list-style-type: none"> • Plans and prioritises own work effectively • Meets deadlines and responds in a timely manner to requests/emails • Thinks things through to come up with effective solutions 	☑	
4.5	<p>Being Ambitious</p> <ul style="list-style-type: none"> • Ambitious for the future of PCHA, seeking to deliver a greater range of services to more people within our communities • Prepared to take risks to drive improvements and growth • Creative and open to new ideas • Embraces change and respond positively to new opportunities 	☑	
4.6	<p>Strategic Leadership</p> <ul style="list-style-type: none"> • Acts as a role model and inspires confidence • Leads teams to achieve PCHAs vision and objectives • Acts in the interest of PCHA an "sees the whole picture" 	☑	

	<ul style="list-style-type: none"> Leads in terms of compliance with regulation and internal policies/targets 		
4.7	<p>Decision making</p> <ul style="list-style-type: none"> Makes appropriate and timely decisions that are evidence based Thinks things through to come up with effective solutions Able to make difficult decisions even in times of change/challenge Owens and communicates difficult decisions 	<input checked="" type="checkbox"/>	
4.8	<p>Developing the team</p> <ul style="list-style-type: none"> Develops, supports and manages people to drive up performance Takes a robust approach to tackling poor performance Develops people's strengths and addresses weaknesses Fosters cross team working and collaboration Creates a positive working environment 	<input checked="" type="checkbox"/>	
5	Commitment / Other		
5.1	Full and valid UK driving licence with access to a car	<input checked="" type="checkbox"/>	
5.2	Willing to work occasional evenings	<input checked="" type="checkbox"/>	

Advert

Head of Resident Services

Location - hybrid

FULL TIME (flexible), Salary circa £50k

PCHA is a successful, small community-based registered provider of social housing based in the boroughs of Bromley and Bexley. We own and manage 413 homes and we are passionate about working together with our residents and making a positive impact on our community. This is an exciting and challenging role for the right person.

We are seeking to recruit a highly skilled, passionate, proactive and dynamic Head of Resident Services to lead a small team and deliver a truly fantastic service to our residents. Working within a small organisation like PCHA means that you will have the unique opportunity to understand, and shape, the business inside out and make a real difference to the organisation and our residents.

We are looking for an experienced senior manager, with housing sector experience, with a positive approach and strong strategic leadership skills. You will be capable of driving operational excellence and delivering high-quality housing services to residents. We need a great communicator who will act as an ambassador for PCHA, forging and sustaining strong relationships with all our key stakeholders. As well as experience of tenancy management, (including arrears, allocations and ASB) and a passion for customer service, the successful candidate will embody the vision, values and ambitions of PCHA and motivate the team accordingly.

The successful candidate will:

- Drive a strong customer service ethos across the organisation
- Provide leadership on all tenancy and resident support services
- Lead on complaints, resident engagement and satisfaction
- Lead on delivery and reporting of key organisational KPIs
- Ensure compliance with the consumer standards

If you would like to find out more about the role please contact Karen Cooper on 020 3434 5331 or karen@pcha.co.uk

Visit www.pcha.co.uk to find out more about us.

How to apply

Please submit your CV **and** a supporting statement, ensuring that you provide information in respect of all of the following key areas:

CV:

1. Contact details
2. Qualifications/Education
3. Employment history
4. Two referees – one of whom should be your current/most recent employer

Supporting Statement:

5. Experience / knowledge / skills – and how you meet the person specification
6. Why you are interested in the role and how you will make a difference to PCHA

CVs alone will not be accepted.

We ask that applications are in minimum font size 12 and **no more than 8 pages** in total.

All applications must be submitted by email to Karen Cooper at karen@pcha.co.uk

Completed applications must be received by **9am Wednesday 17th April 2024**