

MTVH ROLE PROFILE

Date: 01/12/2025

Role Title (External)	Local Housing Manager	Directorate	Customer Services	Location (based)	Patch Based
Reports To	Housing Operations Manager	Function / Team	Housing	Geographical Spread	Designated area that is determined based on business needs
Direct Reports	Dependant on Patch	Budget Sign-Off Approval Level	Contributes to departmental, team or individual budget	Suitable for Agile Working Options	Yes ☒ No ☐
DBS Check Required	Yes ☒ No ☐ If yes for DBS check, which level is needed? Basic			Driving Licence	Yes ☒ No ☐
				Insurance check required	Yes ☒ No ☐

The nature of this role means that the post holder will be regularly involved in activities with vulnerable adults who receive social care. To meet our commitment to providing safe, high quality services to our customers we will complete a basic background check with the Disclosure and Barring Service once an offer of employment is made. A new check will be completed every three years.

Overall Responsibility

To manage and coordinate excellent housing and estate services within a defined geographical patch. Be the accountable customer facing representative of MTVH across all tenures including rented, shared ownership and leasehold customers. To coordinate internal and external services to meet the diverse needs of customers delivering services that meet individual and local needs to a high standard and within the guidelines set.

To manage the relationship and increase MTVH reputation with defined Local Authority Partners and other external agencies and to participate in local initiatives that will improve the lives of our customers.

Key Responsibilities and Outcomes

Customer Care

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- Develop and maintain local multi-agency links for the benefit of customers and MTVH and use these to deliver efficient, co-ordinated services to customers.
- Understand the frameworks in place to support customers at risk and use these effectively.
- Work in partnership with all areas of the business and external providers to provide appropriate support for vulnerable customers.
- Manage complaints effectively, using strong customer and communication skills to resolve complaints at the first stage.
- Develop and maintain local relationships with key local stakeholders, and respond to enquiries from MPs, Councillors and other stakeholders relating to local issues.
- Feedback and engagement with customers on areas such as changes to Service Charges, Planned Works, Service Delivery.....own the patch!
- To participate in any response to an emergency situation.

Estate Services

- Be the lead for tenant and resident associations and any other estate or block resident forum, coordinating the input and performance of other internal and external performance areas to deliver a satisfactory outcome for residents and MTVH.
- Represent Metropolitan at local meetings and events with customers and stakeholders, and act as the public face of MTVH in the local area, and support the work of the Regional Panel.
- Take the lead on managing the local environment, working with customers, contractors and stakeholders to ensure that the environment meets service standards and customer expectations.
- Accountable for regular estate inspections and regular monitoring of service contracts including cleaning and grounds maintenance, acting to drive up standards of our partner contractors.
- Building productive and positive relationships with the accountable people for the contract management in different areas of the business.
- Report and monitor communal repairs reported during an estate inspection, escalating as necessary.
- Manage parking issues
- Conduct non-technical, health and safety checks on a regular basis and report any failures through the designated system, ensuring that remedial works are subsequently carried out

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Tenancy Management

- Manage complex tenancy and lease related issues, including succession, mutual exchange, assignment of tenancies.
- Deal with service charge queries as required having a good local knowledge of the delivery of services and costs
- Visit residents when required by the Central Housing Hub.

Tenancy Enforcement

- Take the lead on managing ASB cases in your assigned area, drawing in the support of the specialist Tenancy Enforcement team where needed.
- Deliver a robust approach to tenancy and estate management, including a clear and decisive approach to tackling fraud and subletting.
- Work with the central income team to manage arrears up to a defined limit including resident visits, referral to money advice and pre court action.
- Ensure tenants and leaseholders comply with the terms of their tenancy and lease agreements, undertaking investigations for allegations of anti-social behaviour, and undertaking tenancy and lease enforcement through formal warnings and the legal systems where necessary, including preparing cases for presentation to court.

Lettings Management

- Conduct viewings of empty properties with new customers and complete new tenancy sign ups.
- Carry out pre tenancy termination and mutual exchange visits for all properties in the area referring to the Property Directorate where appropriate.
- Conduct settling in visits to ensure the well-being of new customers and refer to internal support agencies.
- Liaise with internal teams to promote the efficient management of empty properties.

Budget Management

Personal Competencies	Skills / Experience / Knowledge
• Well-developed communication skills both written & verbal • Experience of managing Leasehold & shared ownership tenures • Knowledge of all housing and anti-social behaviour related legislation, including service charges	• Housing Management best practice. • Knowledge of project management. • Considerable independent travel is required to fully meet the responsibilities of this role

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- Able to build and sustain working relationships with colleagues and key stakeholders (residents, local authorities, other service providers) – Collaborative and partnership working
- A proven record of delivering excellent customer focused services.
- A record of achievement in making a difference.
- Good planning, organising and prioritisation skills.
- Able to interpret financial and other systems data.
- Strong report writing skills, with a good standard of written business English.
- Good IT skills
- An interest in the work of Metropolitan and social housing in particular.

General Responsibilities

- To understand and comply with MTVH's safeguarding, safety and compliance policies, procedures and processes and support a positive safeguarding, safety and compliance culture across the organization.
- Actively and effectively promote the organisations corporate values of Care, Dare, Collaborate. Role modelling appropriate behaviours and acting with the highest level of professionalism and integrity.
- Play an active role in contributing to effective cross team working and provide cover for colleagues as required.
- To maintain confidentiality with personal information and data regarding our customers, employees and stakeholders at all times ensuring compliance with the Data Protection Policy.
- To comply with MTVH's Health and Safety policies, procedures, and processes and to promote health and safety compliance for all.
- To act at all times within MTVH's policies, procedures and code of conduct and uphold MTVH's commitment to Equality and Diversity

This profile only contains the main accountabilities relating to the job and does not describe in detail all the duties and tasks required to carry them out. You may be required to perform any reasonable tasks comparable with the level of responsibility at the request of your manager. MTVH reserves the right to alter the content of this job profile to reflect changes to the organisation or the services it provides.

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Other Requirements (e.g. driving licence needed etc). Information about “other requirements” can be found in the Guidelines for Completing Roles Profiles document.