MTVH ROLE PROFILE

Date: 01/12/2025

Role Title (External)	**Local Keyworker Manager**	Directorate	**Customer Service**	Location	**Designated Site**
Reports To	**Keyworker Operations Manager**	Function / Team	**Keyworkers**	Geographical Spread	**London**
Direct Reports	**No**	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 Insurance check required	**Yes ☐ No ☒** **Yes ☐ No ☒**

The nature of this role means that the post holder may come in to contact with vulnerable adults. To meet our commitment to providing safe, high quality services to our customers we will complete a basic 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 designated keyworker site. Be the accountable customer facing representative of MTVH for our keyworker 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 our NHS Trust Partners and other external agencies and to participate in delivering local services that will improve the lives of our customers.

To ensure a high quality of service is provided to customers through management of stock and contractors.

To retain a sense of ownership and have a holistic approach over all housing management services and to all customers.

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The role covers a high turnover of properties and involves handling key tasks around lettings and income management to meet the key performance indicators.

Key Responsibilities and Outcomes

Lettings/Void Management

- To manage the allocations and lettings process, ensuring all units are allocated and let swiftly and efficiently, keeping void loss to a minimum.
- To issue Tenancy Agreements and legal notices as part of the sign-up procedure and in accordance with current Housing Act requirements
- To ensure all lettings are undertaken in accordance with lettings processes outlined in the Nominations Agreement and maintain appropriate liaison with the Trust.
- To provide information on move-on arrangements and alternative accommodation for customers who have been asked to vacate their accommodation. This will involve making contacts with local authority/housing provider partners.
- To co-ordinate inventories of furnished accommodation, ensuring accommodation is both let and vacated in a satisfactory condition. Where there has been damage to the accommodation to re–charge the person responsible and arrange replacement/repair of damaged items
- To liaise with internal teams to arrange voids process for larger properties
- To conduct pre and post void inspections, reporting any issues/repairs that may arise and arranging void clean
- To carry out both ‘check in’ and ‘check out’ processes for all tenancy starts and ends e.g. starting/cancelling direct debits, taking/returning deposits etc

Income/Payment Management

- To proactively manage rent arrears including resident visits, referral to money advice and any follow up action by following the arrears management procedure
- To co-ordinate the rent arrears collection process, via Direct Debt or payroll deduction.
- To collect deposits and rent in advance where appropriate at the point of sign up.
- To co-ordinate and manage the invoicing arrangements with the NHS Trust, who may deduct rent from the payroll of individual tenants
- To follow the former tenant arrears collection process, maximising recovery should tenants leave owing debt.
- To raise monthly/quarterly/annual invoices e.g. payroll, trust rooms
- To raise purchase orders for all goods and services and authorise payment for void council tax

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Estate Management

- To coordinate cyclical/planned works on site including cyclical redecoration, flooring, kitchen replacements etc
- To cover other keyworker services as required to conduct non-technical, health & safety checks.
- 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.
- To raise and monitor all day-to-day repairs as necessary and ensure they are completed on time.
- To carry out weekly fire alarm testing and other non-technical fire checks on site
- To attend fire alarm activation during working hours
- To manage parking on site including issuing resident/visitor permits to ensure there is proper and comprehensive control of keys, maintaining high levels of security throughout the development at all times.
- Deliver a robust approach to tenancy and estate management, including a clear and decisive approach to tackling tenancy breaches.

Preparation of Performance Indicators

- To meet or exceed key performance indicators/targets to ensure the commerciality of the business is maintained.
- Ensure the keyworker scheme meets or exceeds the performance criteria outlined in the Lease/Nomination Agreement with each of our NHS Trust partners
- In conjunction with the Keyworker Operations Manager, produce performance reports for the local NHS Trust showing performance against key contractual targets

General

- To help create and promote tenant participation initiatives
- Assisting the Keyworker Operations Manager delivering KW projects for the benefit of our customers or the wider keyworker housing team
- The post-holder may be asked to undertake other duties, commensurate with the level and responsibilities associated with the post.

Personal Competencies	Skills / Experience / Knowledge
• Well-developed communication skills both written & verbal • Able to build and sustain working relationships with colleagues and key stakeholders (residents, NHS Trust Partners, contractors, other service providers) – Collaborative and partnership working	**Essential** • Arrears Management • Experience of housing & tenancy management • Knowledge of all housing related legislation

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• A proven record of delivering excellent customer focused services. • A record of achievement in making a difference and contributing to meeting team and individual objectives • Good planning, organising and prioritisation skills. • Able to interpret financial and other systems data • Solving basic problems within clearly laid out policies and procedures • Commitment to Equality, Diversity and Inclusion • Commitment to Health & Safety	• Customer Service • Responsive Maintenance • Voids and lettings systems • Excellent communication and administration skills • Excellent IT skills especially MS Office applications i.e. Word, Excel & Powerpoint • Knowledge of Project Management • Knowledge of Equality, Diversity and Inclusion **Desirable** • Estate Management • External Liasion • Rent Collection • Resident involvement and consultation

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.