

## ROLE PROFILE

<b>ROLE TITLE</b>	Regional Tenancy Services Manager
<b>DEPARTMENT</b>	Tenancy Services
<b>OPERATING ASSOCIATION/ DIRECTORATE</b>	Orbit / Customer Services
<b>RESPONSIBLE TO</b>	Head of Tenancy Services
<b>RESPONSIBLE FOR</b>	Tenancy Services Manager x 2 Interventions Coordinator x 1

<b>ROLE PURPOSE</b>	
<p>To lead the regional team and the national Interventions Coordinator role to deliver identified landlord services to Orbit's General Need's customers; ensuring high levels of performance outcomes and that services are compliant, efficient, consistent in approach, cost effective and customer focussed.</p> <p>To develop and maintain key professional relationships both inside and outside of Orbit in order to drive better ways of working and business growth.</p>	

<b>ACCOUNTABILITIES / RESPONSIBILITIES</b>	
<p><b>Strategic:</b></p> <ul style="list-style-type: none"> <li>Contribute to the organisation's strategic growth and new homes agenda, ensuring that development projects meet business and customer needs.</li> </ul> <p><b>Operational:</b></p> <ul style="list-style-type: none"> <li>Lead on policy and procedure development to create clear and consistent ways of working across Tenancy Services.</li> <li>Lead on ensuring that risks are proactively identified and managed, with regulatory and statutory requirements met or exceeded.</li> <li>Ensure that all financial, performance and personal targets are met.</li> <li>Design challenging region wide targets and performance indicators which are linked to business objectives and quickly address poor performance and report as required.</li> <li>Manage significant budgets through good use of data and robust monitoring; spend controls and forecasting are in compliance with Financial Regulation and Procurement Rules.</li> </ul>	

- Proactively develop and sustain appropriate and positive relationships with key stakeholders in order to support business priorities and growth aspirations.
- Lead an open, honest and collaborative culture across the service, supporting and coaching Tenancy Services Managers and in-turn their teams, to be focussed on performance and achieving excellent outcomes.
- Lead a culture amongst Tenancy Services Managers and their teams of learning and continuous development linked to improving services and performance outcomes, as well as personal development.
- Champion customer engagement ensuring that teams are committed to the delivery of first class services with an ethos of *'right first time'* and with customers truly involved in the shaping of services.
- Observe and comply with policies and procedures for Health and Safety at Work and observe and continually promote diversity and equality of opportunity and customer care in compliance with organisational aims and objectives.
- Be part of the out of hours on call rota.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and in order to meet the changing needs of the organisation.

**Personal:**

- Participate in learning and development activities that develop personal effectiveness and assist in improving performance in the role.

**KNOWLEDGE/SKILLS/EXPERIENCE/PHYSICAL REQUIREMENTS**

Essential	<ul style="list-style-type: none"> <li>• Relevant management qualification, or demonstrable extensive experience at a similar level</li> <li>• Ability and experience of effectively leading change taking both a commercial and customer focussed approach</li> <li>• Ability and experience of formulating Key Performance Objectives and policy and associated procedures to manage risk and deliver excellent performance outcomes</li> <li>• Extensive experience of successfully managing significant budgets</li> <li>• An innovative thinker with an ability to lead the design of services creatively in an ever changing environment where flexibility is key</li> <li>• Ability and experience of leading complex and large scale projects effectively</li> </ul>
-----------	--

	<ul style="list-style-type: none"> <li>• Ability and experience in providing leadership to a dispersed team and motivating them to deliver excellent outcomes</li> <li>• Ability and experience of working with customers to develop and shape services</li> <li>• Excellent verbal and other communication skills, including the ability to prepare complex reports</li> <li>• Excellent analytical skills and the ability to assimilate results</li> <li>• IT literate</li> <li>• A flexible approach to working hours and location</li> <li>• Ability to travel across the business to meet the requirements of the role</li> </ul>
--	--

Orbit is an Equal Opportunities Employer and all staff are required to read and adhere to Group and local policies and procedures relating to Equality and Diversity

Orbit requires all employees to read and adhere to Health and Safety policies and procedures

Orbit requires all employees to read and adhere to all Orbit policies and procedures and Standing Orders.

Signed by Employee		Date	
Signed by Manager		Date	