

YMCA CHELTENHAM - JOB DESCRIPTION

POSITION TITLE:	Housing Lead
LOCATION:	Based at Ermin Hall, Gloucester, but working across other sites in Gloucester when required to do so.
RESPONSIBLE TO:	Deputy Head of Housing
HYBRID WORKING ELIGIBLE:	No
SALARY BAND:	BAND C - BAND D (dependent upon qualifications and experience)
HOURS OF WORK:	37.5 hours per week.

JOB PURPOSE

The Housing Lead (HL) will be responsible for the delivery of daytime resident support & housing management of Ermin Hall and Coronation Court specifically, although this may change from time to time depending on business need.

The HL will manage a team of Housing Support Officers (HSO's) and Housing Support Workers (HSW's), ensuring this team are properly supervised, trained and equipped to support the most vulnerable & excluded in society with the focus of leading individuals and families to a place of personal resilience and independence.

The HL will report to the Deputy Head of Housing in the delivery of housing management and resident support services, ensuring the housing projects they are responsible for are delivering services of a high standard to all residents.

The Housing Lead will:

- Help deliver organisational excellence by ensuring the delivery of services in accordance with best practice standards and organisational policies & procedures.
- Work to ensure delivery of the service outcomes expected within the PATHWAY home model and framework.
- Ensure and be part of an operational staffing structure delivering staff cover over a 7-day week, 8am to 4pm/Midday to 8pm, by way of a rota structure to guarantee service continuity, and provide cover and flexibility when required, 365 days a year.
- Lead, manage & supervise a small team to ensure quality services to residents can be delivered 7 days a week, 365 days a year, ensuring housing management systems are utilised as required and data inputting is of the expected high standard.
- Work collaboratively with other Senior Managers, Housing Leads, Senior Support Workers and Managers across YMCA Cheltenham to ensure services are maintained, cover is provided at times of absence, and key partners & stakeholders are informed, so organisational outcomes and performance can be appropriately managed.
- Provide the Deputy Head of Housing with operational insight and service outcomes, as well as reporting on internal & external KPI's for commissioning partners, in line with contractual expectations.

- Deliver on evidencing support outcomes for residents, by ensuring the team meet the frequency of completing and recording Housing Outcome Star's (HOS's) as required by the YMCA Cheltenham PATHWAY HOME housing framework.
- Work alongside and with other parts of the organisation to ensure areas of the business are performing as expected in relation to, complaints, safeguarding, H&S matters, Property Maintenance, HR, Regulatory Compliance, Policy development, Finance, and our Health & Well Being service.
- Foster, develop and support strong professional relationships internally and with external partners & stakeholders.
- To support the promotion of YMCA Cheltenham Organisational Values in the delivery of all aspects of this role and in leading the Housing team.

HOUSING & RESIDENT SUPPORT DUTIES

1. To be responsible and accountable for the delivery of good quality housing and resident support services at designated YMCA Cheltenham Housing Schemes.
2. To manage a Housing team and build an effective team to ensure services are delivered to a high standard, applying a trauma-informed approach & environment, to welcome new residents and support them on site.
3. To maximise occupation on all projects whilst minimising voids through receiving timely referrals from internal projects as well as outside referral agencies as directed by the Deputy Head of Housing.
4. To carry out regular and formal one-to-one meetings every 2 months with all team members to ensure objectives are being met and are properly recorded within the HR system.
5. To provide strong guidance and necessary support/training to ensure teams deliver effective services.
6. Carry out and facilitate resident appeal hearings, ensuring full and accurate records are maintained.
7. To ensure contract-related and internally required KPI data is kept up to date and provided in a timely fashion.
8. To utilise the caseload review reporting system, and internal audit methods to ensure Housing Management and Resident Support requirements are fully delivered as expected, and any team under-performance addressed.
9. To attend, contribute & participate in internal meetings as may be required by the Deputy Head of Housing, particularly to ensure operational matters are regularly reviewed and appropriate actions taken.
10. To provide the team with insight ensuring the PATHWAY HOME model remains at the heart of our delivery for residents and that services/activities/support are tailored accordingly to maximise positive outcomes.
11. Represent the organisation at relevant stakeholder or partner meetings in respect of service outcomes relating to their projects.

12. To be responsible for ensuring accommodation is inspected & well maintained, risk assessments are up to date, accurate information & data collection is administered, group work, activities & support sessions for residents are identified & delivered, resident inductions & Licence agreements are completed in full & understood, management of poor behaviour is delivered, and staff teams adhere to policies & professional boundaries.
13. To have oversight that detailed and meaningful "handover" information is managed via the day & night-team so business continuity is maintained.

PROPERTY & MAINTENANCE (P&M) DUTIES

1. To support the Head of P&M in Health & Safety matters and in the delivery of compliance checks and documentation.
2. To support the P&M team by way of ensuring completion of necessary building & security checks to minimise incidents, raise repairs & maintain safety.
3. To ensure the Housing team comply with recognising repair and maintenance issues on site and report these in a timely fashion via the housing management system.
4. To ensure effective co-ordination between the Housing team and P&M teams in carrying out communal area inspections to address any on site issues of concern.
5. To routinely check on stocks & supplies in relation to PPE, cleaning supplies etc. in case of emergencies.

KEY HUMAN RESOURCES (HR) DUTIES

1. To manage, alongside HR, all employee relations within the Housing team in line with company policy & employment law.
2. To carry out investigations & any informal or formal meetings alongside HR to address any Code of Conduct issues within the Housing team.
3. To support the HR department by ensuring records are maintained and up to date for all Housing team members.
4. Conduct regular formal one-to-one meetings every 2 months, & full annual appraisals with all Housing team members.
5. To work alongside HR to address any performance issues.
6. Work with HR to manage, plan, and address any training & support during Housing team members' induction/probation period and period of employment.
7. To manage all absence administration within your Housing team by working closely with HR to record leave and sickness, including working with and under the direction of HR to address any areas of concern with Housing team members.
8. Alongside HR, plan for any recruitment, volunteers, or placements within your Housing team.

KEY ADMINISTRATION & FINANCIAL MANAGEMENT DUTIES

1. To be responsible for the delivery of services within your project areas within budgetary constraints and to contribute to the annual budget setting process when required to do so.
2. Ensure the delivery of an accurate and effective method of rent collection in conjunction with Policy and good practice.
3. Ensure the implementation of cash and banking procedures as required by the organisation.

PEOPLE, LEADERSHIP & CULTURE DUTIES

1. Provide clear objectives for line-managed staff, as well as coaching and support.
2. To establish a Housing team that is resident focused, responsible and accountable for delivering a quality service to all residents and stakeholders on behalf of YMCA Cheltenham.
3. To ensure the Organisational Values are understood, supported and upheld to ensure a professional culture of delivery and best practice.
4. To lead on displaying best practice within their service area.
5. Be flexible to participate in out-of-hours/on-call/emergency arrangements on a rota basis.
6. Lead on safe and effective safeguarding practices within their team.

ADDITIONAL DUTIES (POLICIES, PARTNERSHIPS & PROJECTS)

1. To lead the Housing team and ensure policies & procedures are understood and adhered to during the delivery of operational duties.
2. To contribute to any reviews/amendments to housing policy or service delivery modelling.
3. To maintain, create & establish internal & external partnerships that will enhance the service we provide to residents.
4. To support the Deputy Head of Housing in delivering projects that may be required as part of contract management or operational requirements.

PERSON SPECIFICATION

Qualifications

- Evidence of continuing professional development in housing or related field.
- Minimum of CIH Level 3/desirable CIH Level 4 (or equivalent) in Housing or willingness to begin the qualification on completion of probation (to be completed within a fixed timeframe as part of core accountability and as a requirement of the role).
- Possess a minimum of RQF level 3 in supervision or willingness to begin the qualification on completion of probation (to be completed within a fixed timeframe as part of core accountability and as a requirement of the role).

Competencies & Technical Skills

- Professional knowledge of Supported / Social Housing sector.
- Demonstrate an excellent standard of literacy, numeracy, and English language skills.
- Be able to work with tact and diplomacy and react sensitively, with emotional intelligence when faced with complex, sensitive or difficult scenarios.
- Be able to work in a highly confidential way with the ability to apply judgement, common sense, problem solve and find practical solutions to difficult challenges.
- Be able to manage own workload with minimum supervision, to tight deadlines and to work well in a busy environment.
- Be able to apply interpersonal and influencing skills with the ability to maintain good working relationships across a range of staff levels both internally and externally.
- Competence with housing management systems, CRM, and Microsoft 365.
- Ideally holds a full driving licence and has access to a vehicle for work purposes

Experience

- Substantial recent experience of social housing operations leadership (in a housing association, ALMO, local authority, supported housing setting or similar).
- Proven record of improving operational delivery within a project or housing environment.
- Substantial recent experience of managing a team in a housing environment.
- Experience in budget management, forecasting, and delivering VFM.
- Strong track record of partnership working (local authorities, community safety, support agencies) to resolve complex resident issues.

Personal Qualities

- **Resident-centred:** committed to listening, acting on feedback, and improving outcomes.
- **Leadership & Coaching:** inspires teams, builds capability, and models accountability.
- **Collaborative & Influential:** builds trust across teams and partners; confident negotiator.
- **Organised & Resilient:** manages competing priorities, stays calm under pressure, delivers to deadlines.
- **Ethical & Professional:** champions fairness, safeguarding, and integrity in all interactions.
- **Continuous Improvement Mindset:** curious, pragmatic, and solutions-focused.

This job description provides an indication of the roles and responsibilities for the post of Housing Support Lead but should not be construed as an exhaustive list of the duties that the post holder may be asked to undertake.

The post holder will be expected to carry out any other duties which may be reasonably

requested by the Deputy Head of Housing.

ABOUT THE ORGANISATION

YMCA Cheltenham, founded in 1855, is a registered charity and has become a leading provider of supported housing for the most vulnerable in Cheltenham and Gloucester, alongside other works such as sports facilities, affordable housing and other charitable activities.

YMCA Cheltenham is an organisation founded on Christian principles and, as such, employees may encounter behaviours, artefacts or other elements particular to or representative of the Christian faith in their workplace.

Employees are not required to adhere to the Christian faith, nor any faith, and no such consideration is made by the organisation in employment choices nor in delivering its services – however, we do expect all employees to demonstrate the list of Values shown below while in the workplace.

ORGANISATIONAL VALUES

As an organisation founded up the Christian Faith, YMCA Cheltenham draws its Values from the Bible, principally as described in Micah 6:8. Our Values are therefore expressed as follows:

OUR VALUES

YMCA Cheltenham will **OPERATE** with Equity, Integrity, Openness and Honesty.
YMCA Cheltenham will **ENGAGE** with Empathy, Kindness, Generosity and Grace.
YMCA Cheltenham will **BE** Thoughtful, Discrete, Ethical and Respectful to all.

YMCA Cheltenham is wholly committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all our staff and volunteers to share this commitment.