

**Role Profile for:**

# **Housing Solutions Manager**

<b>Employee Ref</b>		
<b>Leadership Group</b>		<b>C</b>
<b>Role Profile Ref</b>		<b>018</b>
<b>Joining Date</b>		<b>01/01/01</b>
<b>Last Updated</b>		<b>07/03/25</b>

**WE ARE ATEB**

Welcome to your ateb role profile. Our Role Profiles connect us all with our shared ateb



**Vision.**

Our Shared purpose is to always deliver ...

**> #1 | Creating better living solutions,**

Through the adoption of a DNA that focuses on ...

**> #2 | Trust | Togetherness | Empowerment.**

We all have a role to play in realising our 3 strategic aims,

**> #3 | To improve customer service | Serve more people | Increase business effectiveness.**

The design and delivery of our services will always focus on,

**> #4 | The right customer outcomes as effectively as we can.**

We all have a responsibility to support our Assurance Framework by managing our,

**> #5 | Risks | Controls | Tests**

and we must always seek to listen, understand, and learn as ...

**> #6 | Improvement is the day job**

**The Vision and its supporting documents form part of this role profile.**

**1 | ROLE DETAILS**

The headline details for this role:

The key role details are as follows:		The role line responsibilities are:	
<b>Name</b>		Housing Solutions Team Leaders	
<b>Title</b>	Housing Solutions Manager	Lettings Coordinator	
<b>Employer</b>	ateb Group Limited	Customer Services Team Leader	
<b>Level</b>	Leadership Group C	Housing Solutions Administrator	
<b>Report to</b>	Head of Customer		
<b>Directorate</b>	Customer		

## 2 | CUSTOMER

The service areas set the customer outcomes we are collectively working to achieve. This role will primarily contribute to the successful outcome of the following service areas but will obviously support all areas as required. See #4 Deliver for full details.

Primary Service Areas:	Outcomes:
SA/01 – Lettings	To let all properties, all of the time
SA/02 – Income Collection	All rent collected on the due date
SA/03 – Customer Advice and Support	Address and resolve customer enquiries/ requests at first point of contact
SA/09 – Tenancy Management	We have helped to create a great place to live
SA/25 – Supported Living	We improve the wellbeing of customers who require additional support

Primary responsibilities for the above outcomes:	
1	Take lead responsibility for managing the outcome and effectiveness of your service areas and their ongoing development and improvement. Always promote 'Customer Outcome Management' principles. Annually agree desired outcomes and effectiveness improvements for the service areas, including: <ul style="list-style-type: none"> <li>• Setting appropriate team objectives</li> <li>• Allocating team resources effectively</li> <li>• Developing appropriate policies, processes, and systems</li> <li>• Monitoring performance, improvement, and outcome delivery</li> <li>• Motivating team</li> </ul>
2	Report and monitor on service area outcomes, effectiveness, and adverse/positive performance trends. Take lead responsibility for identifying and managing service area budgets, monitor costs against budget and report adverse variances and trends. Support the annual review and self-evaluation process.
3	In conjunction with others, support the annual and strategic development of the service areas and new services where identified. Translate agreed strategic priorities into service area delivery where directed. Lead on the improvement planning of the service areas.
4	In conjunction with others in your team and the wider team, support the development and monitoring of the Group's assurance framework ensuring that agreed strategic controls e.g., policies, strategies, contracts etc. are used to manage activities on a day-to-day basis.
5	Be our expert in housing management and related legislation/regulation and best practice to ensure our compliance with tenancy related obligations and the effectiveness of our housing solutions related services.
6	Be an active member of your assigned leadership groups and support all leadership Group's with their decision-making responsibilities including the Executive Management Team and Group Boards as required.

7	Develop, operate, and improve appropriate processes to ensure effective and successful service area customer outcomes. Manage operational risks associated with these processes
8	Actively support all directorates customer needs to achieve the best outcomes. Be the lead mentor/coach for the embedding of our customer requirements derived from our desire to 'get things done' for all.

<b>General role responsibilities:</b>	
1	Support all other service areas as appropriate/directed to achieve their outcomes where they require my input.
2	Continually review my service area outcomes to ensure they achieve the right customer outcomes as effectively as we can.
3	Consistently demonstrates values of equality and diversity.
4	To take responsibility for my ongoing personal development.
5	To undertake any other duties as required which are compatible with the requirements of the post.

### 3 | GROUP

This role has the following corporate responsibilities:

Service Area	Customer Outcome	Responsibility
<b>SA/17 – Strategy</b>	Clarity on how we will maximise our purpose	Support the Board and EMT to help develop and deliver the right strategic priorities to achieve our strategic aims.
<b>SA/18 – Assurance Management</b>	To be assured we are always compliant and doing the right things	Develop and monitor processes to enable empowered decision making within our agreed assurance framework.
<b>SA/19 – H&amp;S</b>	We meet our legislative and regulatory H&S requirements	Take personal responsibility to ensure that I and my team abide by the relevant legislation, the organisation's H&S systems and common sense so that I, the public, my colleagues, customers and partners are safe and secure at all times.
<b>SA/20 – PR, Marketing &amp; Communications</b>	Positive growth of our brand. The right messages to the right audience at the right time	Make sure that communication with and from my team is effective and supportive to all. Promote our work with various audiences that support our Purpose, DNA and our strategic aims.
<b>SA/22 – Performance &amp; Data management</b>	We know where we need to improve, where we are not compliant and where we are at risk	Always seek to understand whether we are achieving our required outcomes, efficiently and with great customer experience and plan and deliver improvement and growth where identified through managed change programmes.
<b>SA/23 – Procurement &amp; Supplier Management</b>	To ensure we compliantly deliver Value for Money services	Make sure my team abides by the procurement rules and systems established by ateb. Make sure that any procurement required achieves the right outcomes.

### 4 | PERSONAL

This role will require the following personal attributes, qualifications, skills and experience etc.

Attribute	Requirements
<b>Technical Competency</b>	<p>This is what we would like you to have, but we are happy to hear how you feel your experience, skills and knowledge meet the role requirements.</p> <p>This role will drive our housing services, so you'll need you to be able to demonstrate a good range of experience and skill sets developed in environments that translate to the needs of this role and the scale of operations we undertake.</p> <p>Extensive operational management experience in a housing and tenancy management or related role, along with a good knowledge of safeguarding regulations and relevant training.</p> <p>A professional qualification in a housing management or related discipline, a relevant degree, or extensive equivalent experience and other qualifications that show the required level of technical competency has been achieved. Corporate membership of the Chartered Institute of Housing or an equivalent professional body, or a willingness and ability to work towards membership, will be required.</p> <p>And another thing... we will always look at equivalent qualifications, experience or transferable skills and expertise that can be easily applied to the role. We will also consider the ability of formal qualifications to be obtained whilst in the role subject to the latter factors being achieved, timescale and cost. Everyone at ateb must be able to demonstrate a reasonable level of literacy and numeracy to be able to fulfil our roles, for us that usually means achieving success at GCSE/Key Skills or equivalent qualifications, but we are happy to discuss this with you.</p>
<b>Decision making</b>	<p>Need a high level of confidence to assess and make the right decisions to promote assurance amongst all. Makes decisions which affect plans, policies or procedures either independently or after discussion with others.</p>
<b>People management</b>	<p>Inspires and motivates others to develop confidence to realise their potential. Positively challenges others to deliver work to a high standard. Supports others through change. Ensure regular feedback on what has been done well and where there is room for improvement. Able to show leadership style in all interactions.</p>
<b>Team working</b>	<p>Need to create the right environment for teamwork to thrive both internally and externally. Be able to lead and participate in teams effectively</p>
<b>Financial control</b>	<p>Contributes to the overall strategic financial planning, manages budgets and maintains accurate and transparent financial information to assist with effective financial monitoring relating to the areas of responsibility.</p>
<b>Organisational skills</b>	<p>Need to prioritise own and others efforts to make sure our outcomes are achieved efficiently with great customer experience. Identifies departmental / organisational activities and resources required to meet strategic aims.</p>
<b>Innovation</b>	<p>Promotes continual innovation by empowering others to creatively improve service delivery through safe experiment &amp; empowerment.</p>
<b>Customer service</b>	<p>Provide a great customer experience both internally and externally. Demonstrate the important of customer service to team and colleagues by always putting the customer first.</p>
<b>Project / process management</b>	<p>Project management improvements within own and others service areas to ensure the desired outcomes are achieved. Ability to support programmes of change or transformation.</p>
<b>Enthusiasm</b>	<p>Self-starter bringing personal drive and positive attitude to help all find solutions to problems. Be able to promote our DNA at all times.</p>

<b>Technology Competency</b>	Confidently use and develop ICT systems to deliver and improve my service delivery. In particular, have good working knowledge of typical software solutions relating to my area of expertise and level of responsibility. Be able to make the best use of the Microsoft 365 & Office suite and usual business communication devices and systems.
<b>Comms / PR / Marketing</b>	Develops and maintains effective communication systems. Deals with people on complex, challenging matters and issues, requiring tact and diplomacy at times. Monitors the effectiveness of communication within their areas of responsibility. Ability to speak Welsh would be great.

**5 | TERMS & CONDITIONS SUMMARY**

Full details of the terms and conditions for this role can be found in your Statement of Terms and Conditions. In return for undertaking the above role, ateb will provide

Term/Condition	Detail	Additional comments
<b>Base Salary</b>	£TBA	Per annum paid on the 28th of the month or the previous Friday if the 28th falls on a B/H, Sat or Sun.
<b>Salary band</b>	8	Please refer to reward@ateb for full details.
<b>Car user</b>	Casual user	If you do travel off site for meetings you will need to have a car available for business use, mileage will be reimbursed at HMRC standard rate.
<b>Professional Subscription</b>	Yes	The group will pay for one professional subscription fee per annum.
<b>Simply Health Scheme</b>	Basic Level Contributions	The Group offers a contributory health plan Simply Health, you can increase your cover to suit your needs.
<b>Hours per week</b>	37 Hours + Out of Hours	A flexible working system is in operation depending on your particular role and service outcomes. You will be required to participate in an out of hours escalation rota/out of hours on call rota.
<b>Annual Leave</b>	30 days basic (pro rata)	Plus 3 additional days (pro rata) the timing of which is at the discretion of the Group.
<b>Place of work</b>	ateb offices Haverfordwest	A flexible working system is in operation in accordance with our Leading Principle and depending on your particular role and service outcomes you may be required to work in our offices/ premises, sites, at home or other suitable locations across Pembrokeshire/Ceredigion but your usual place of work will be ateb offices.
<b>Learning &amp; Development</b>	Yes	We support our team to develop their learning
<b>Wellbeing</b>	Yes	A programme of team wellbeing activities.
<b>Pension</b>	SHPS DC	Auto enrolment arrangements are in place. Defined Contribution Scheme contributions from an employee will be matched up to an agreed limit set by Board.
<b>DBS</b>	Yes	This role is to a criminal records check.

**6 | WE AGREE THE ABOVE REPRESENTS MY ROLE WITHIN ATEB**

<b>Parties</b>	<b>Signature</b>	<b>Date</b>
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<b>Chief Executive</b>		

**The small print:**

@ Recruitment: We will seek evidence/examples through the application, interview and/or assessment centre process that you have the required skills, experiences, characteristics and attributes to succeed in this role. You will demonstrate this through a range of approaches e.g. qualifications, examples of experience, psychometric testing, evidence of training etc.

@ Induction: We will establish the key areas of support and/or any learning & development you will need to get you up and running

@ 1 to 1 reviews: We will discuss how you feel you are doing in delivering and developing your role and identify what improvements you want to achieve and what support you may need.

@ Please refer to the accompanying contract and our Vision and related documents for more details regarding this role profile and your responsibilities within the ateb group – ateb, MBH and WWCR