



Homes Manager

Reports to: Head of Experience

Working in: The Experience Pod, within our Operations Hub

Responsible for: Experience & ASB Specialists

Forget traditional housing management - neighbourhood teams, patches and sheltered housing - our breakthrough Experience Pod has recently been formed to take all the old-school housing, tenancy, property and estate management functions to create one team that is much more mobile, responsive and effective, rather than working in geographical patches.

As our Homes Manager, you will and work with the Head of Experience to lead the specialists in making sure that our proactive approach to tenancy sustainment and enforcement is fully embedded within our business. With customer excellent experience as your focus, you will lead and inspire colleagues to see that through positive, organised and supportive approach, we can work with customers to improve their communities and their own potential.

What we need you to do:

- Lead, manage, and inspire our team of mobile, multi-skilled, specialists to provide an excellent service, first time every time
- Own and deliver the Red Kite offer, with specialism in the area of homes; ensuring that we fully comply within the regulations and consumer standards and ensure that matters are dealt with professionally and timely across all Red Kite companies
- Deliver the three essential arts of management: great people management, brilliant task management and excellent performance management
- Inspire, motivate and energise the team, setting the standard and developing the individual approach to how we interact with our customers and improve performance
- Take ownership in all interactions; taking the lead in managing and nurturing effective working relationships with relevant agencies and promote good practice
- Innovate, encourage and nurture creativity, which challenges the status quo of traditional methods to deliver better outcomes for our customers
- Champion and embrace the use of technology that offers timely, proactive and efficient services
- Make sure that our vision, mission and values influence every aspect of our business including ensuring our staff work to The Bar in every aspect of their day
- Nurture fantastic inter-pod working relationships, promoting harmony, harbouring improvements to existing services offering consistency across areas where services overlap and shaping new services
- Deliver compliance management – safeguarding, safety in homes and properties – ensuring our people are safe in all aspects and provide reassurance in how we deal with safety matters
- Drive great performance and improve customer satisfaction, while reducing our customers' efforts to get things done
- Work in a partnership with your client, the Red Kite tenants and leaseholders who inspire and influence the design, delivery and outcome of everything we do across all Red Kite companies

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Realising the potential in our communities



What you will be responsible for:

- Leading the Home Stem in sustaining tenancies through customer-focussed solutions, through a group of mobile and responsive specialists
- Actively working with all the Operational Pods in developing our service provision, ensuring a smooth and effective transition from request to delivery of service
- Taking ownership, make good decisions and developing the service into a proactive, reliable and ground-breaking service which others look to for inspiration
- Being the all-seeing, all knowledgeable expert in all things Home including home audits, tenancy sustainment, ASB and complex (multi agency) case management
- Taking ownership of and manage the delivery of service from start to completion,
- To support and manage the estate or sheltered stem within the Pod
- Working with the People Pod to make sure that we work with our customers to help influence and direct the service, taking all opportunities to bring customers into the business
- Providing interesting, colourful and insightful reports about customer satisfaction, home audits, ASB cases and other performance measures
- Managing the stem purse with others, making timely payment to clients and partners and ensuring value for money is delivered, showing our customers how much their money means to us
- Continuously pushing the learning bar. You'll have a willingness to share knowledge, skills and learning with others and a curious want to go looking for improvements in the sector, demonstrating you own willingness to represent and share on behalf of Red Kite with others
- Supporting and advising our vulnerable tenants who are unable to maintain their homes, making sure that our specialists work with other agencies to get the best outcomes for our customers
- Creating superb places for customers to live which matches the Red Kite expectation through fantastic management of communal facilities
- Brilliant cross-pod working to solve problems, deliver fantastic services and work as one organisation
- Identifying and working with colleagues, customers and stakeholders to constantly improve the experience of our customers living in our homes
- Promoting the vision, mission and values of Red Kite at every opportunity

Where you have come from:

- Experience of managing and motivating a floating team of specialists
- Solid background of offering practical, creative, problem solving
- Experience of calmly dealing with emergencies, with empathy and control
- A place where you worked within a diverse community and with a diverse group of people
- Full understanding of the housing sector and associated opportunities and challenges
- An environment where you had to manage and make key decisions
- Where using IT and dealing in the cyber world is second nature
- Experience of managing concerns in relation to safeguarding of both adults and children

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What our teams will see in you:

- A supportive and engaged leader and team player, with the customer and the community at the heart of all you do
- Someone who inspires confidence
- A colleague who is motivated, approachable, reliable, trustworthy and someone who everyone wants to work with
- Someone who adapts their communication style to suit the situation
- A manager and colleague who delivers
- A person who accepts, embraces and leads on change, challenge and everyday situations
- Someone who develops and shares skills, experience and knowledge
- A consistently high performer who thrives on challenges, leads and inspires
- Someone who recognises problems as an invigorating challenge and works diligently to achieve a positive outcome

As a person you will:

- Developed your potential through professional qualifications and relevant experience
- A background in the sector managing a group of disaffected staff, be confident, self-motivated and an inspiration to your colleagues
- Be inspiring, friendly and outgoing with an infectious energetic 'can do' attitude that is embedded into your team and instils confidence in all around you
- Be flexible and ensure that you always provide the best customer experience, first time every time
- Be open, honest and take ownership of situations
- Be a central point of excellence for the delivery and improvement of our services
- Have a keen eye to value for money and be able to deliver
- Embrace and live our values of Partnership, Respect, Pride and Creativity
- Have a full UK driving licence and access to a vehicle for business use

