

December 2020

Dear Enquirer

Housing Services Manager – St Johns, Woking, Surrey GU21 7RT

I am delighted that you are interested in finding out more about joining our staff team. Greenoak is a small vibrant Housing Association based in Woking, Surrey. We are passionate about providing high quality services to our residents including support services for older people, sustainable housing in sustainable communities and well designed, affordable homes which are energy efficient.

We have an active programme of sustainable development, and manage homes including retirement housing in Surrey and Sussex, and we provide management services for other associations.

Information regarding our activities can be found on our web site, www.greenoakha.org. We have experienced rapid growth over the last few years through stock rationalisation, management services and new development. We have our own direct labour team of multi skilled operatives and apprentices. Over half of our properties are for people over the age of sixty years and we provide support services to those who need it through an office based, dedicated team.

We manage homes in six local authority areas and with around 18 staff and a £3m 'group' turnover, we are a financially robust organisation. We are not for profit, and our surpluses are re-invested to help ensure long term financial viability and future sustainability in the communities we serve.

Greenoak is a leader in environmental sustainability and has won national awards for sustainability in our operations, existing homes and for our innovative new green homes.

We wish to recruit a Housing Services Manager and are particularly interested in applicants with proven housing management experience in a housing association. Our staff are passionate and committed, and you will want to add energy and expertise so that we remain an effective team. You will need to understand what good customer service looks and feels like and put that into practice.

Collaborative working and a supportive and constructive relationship with other staff are critical to our business. You will believe that as a small association, we can continue to punch above our weight and work towards our strategic goals. As a business we hope to be encouraged and inspired in a rapidly changing external climate. The latter provides challenges but also new opportunities for expanding our services, particularly to other small associations.

Please let me know if you are interested in applying for this opportunity and I will arrange a telephone chat so you can learn more about this post.

Thank you for your interest

A handwritten signature in black ink, appearing to read "Ericka Gastaldon". The signature is fluid and cursive, with a long horizontal stroke at the end.

Ericka Gastaldon

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www.greenoakha.org

Greenoak Housing Association – Job Overview	
JOB TITLE	Housing Services Manager
Responsible to	Operations Director
Responsible for	Senior Housing Officer Housing Administrator Scheme Support Staff x 3
Post – full-time permanent	Salary c£40,000 + car allowance
Based at St Johns, Woking, Surrey	Car user - essential
<p>Overall Aim To deliver an effective and resident focussed housing management service. To manage a small staff team to provide a responsive, resident focussed housing management, repairs and maintenance service. To effectively communicate with residents, proactively encourage involvement and consult on relevant issues. To assist with moving to provide a greater choice of ways for residents to access our services including extending digital services.</p> <p>Main responsibilities Managing our tenant services team to provide an excellent service. The team is responsible for helping tenants sustaining their tenancies and allocating new homes according to priorities relating to personal needs and circumstances. This includes visiting applicants, liaising with local authorities and other referral agencies, signing up new tenants and providing tenancy support including settling in and follow up visits.</p> <p>Preparing reports for the Board and Board Committees in accordance with targets. Maintain statistical and performance records as required</p> <p>Assisting with preparing service charge budgets and rent setting with the Finance Director.</p> <p>Managing staff to help maintain a low level of arrears, identifying those who need support and assistance referring to external agencies where appropriate.</p> <p>Ensuring that tenant disputes and allegations of anti-social behaviour are promptly dealt with and resolved.</p> <p>Ensuring the appearance of estates is maintained to the required standard, including gardening, cleaning and caretaking.</p> <p>Assisting the Operations Director with providing an efficient and friendly service through our direct labour team.</p> <p>Managing our services to older residents in need of support, supervising staff and support services.</p>	