



STEVE BIKO HOUSING ASSOCIATION

SECONDMENT OPPORTUNITY Assistant Director of Operations

Steve Biko Housing Association (SBHA) is a Steve Biko Housing Association (SBHA) is a small black and ethnic minority housing association that has been operating in Liverpool and based in Liverpool 8 since 1987. SBHA was formed by local black activists in a response to discriminatory housing practices by Liverpool City Council and Housing Associations.

We currently own 275 properties mainly in the Liverpool 8 area. We also own properties in Liverpool 17 and Liverpool 6. The type of properties ranges from General needs flats and family homes to older persons schemes (3) and bungalows for people with mobility/disabilities.

SBHA has developed over the years into an organisation that is recognised as a community based organisation that is not just a provider of housing but also an integral part of the neighbourhoods and communities that we serve with particular regard to the many diverse cultural people that make up our communities.

A secondment opportunity has arisen to the post of Assistant Director for Operations. We believe that this opportunity would suit an experienced housing manager, who is looking to enhance their career path. We would particularly welcome applicants from a Black and Ethnic Minority background.

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| Role Title | Assistant Director of Operations |
| Terms and Conditions | |
| Salary | £40,109 - £45,535 |
| Length of Secondment | 6 – 12 months |
| Hours | Full Time 35 hours per week |
| | The successful applicant would remain on the payroll of their home organisation and we would reimburse their salary costs. They would also stay on their existing terms and conditions during their time with SBHA. |
| Purpose | To manage the Associations stock, the stock of client organisations and the day to day neighbourhood services, to ensure that the Association meets the needs of its tenants, clients and communities in line with its business plan objectives and underlying mission, vision and values. |

Please send CV to admin@stevebikoha.org by 10.00am Monday 10th August 2020

For an informal chat about this post please call 0151 734 4933



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| Purpose | To manage the Associations stock, the stock of client organisations and the day to day neighbourhood services, to ensure that the Association meets the needs of its tenants, clients and communities in line with its business plan objectives and underlying mission, vision and values. |
| Accountability Profile | <ol style="list-style-type: none"> <u>1.</u> To deliver the associations housing management function to ensure our stock is well maintained and fit for purpose, our income is collected and that we meet our commitments to tenants. <u>2.</u> Liaise with our partners, suppliers and clients to ensure that all contractual obligations are met. <u>3.</u> To oversee the Association’s regulatory frameworks to ensure the Association meets its statutory and regulatory obligations. <u>4.</u> To lead the Association’s service review programme with the purpose of promoting a culture of respect, equality and diversity, customer care, and continuous improvement. <u>5.</u> To provide accurate and timely management and financial information to enable the association to prioritise, plan and control the delivery of its business plan. <u>6.</u> To represent the association at inter agency forums and other policy making groups to share good practice and to influence those forums, particularly in the areas of BME inclusion. |

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| | <ul style="list-style-type: none"><u>7.</u> Liaise with the Community Regeneration Manager to ensure that the associations tenants are included in service reviews, ensuring that their views are fully taken into account and that they are empowered and facilitated to scrutinise those services.<u>8.</u> To manage the Associations housing management staff to ensure they have the necessary knowledge and skills and are fully engaged, so that the Association can effectively deliver its housing management and neighbourhood services in line with its business plan, mission, vision and values.<u>9.</u> To manage the training placements of trainees, placed in the post holders function to ensure high quality training is delivered and trainees are afforded the maximum opportunity for personal development and inclusion in line with the training scheme objectives.<u>10.</u> To manage and monitor the medium term arrangements with the Association's maintenance contractors to ensure day to day repairs are delivered in a timely way and the Association's stock is cost effectively maintained.<u>11.</u> To deputise for the Director in there absence. |
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Person specification

| | Essential | Desirable |
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| Qualifications | A degree level qualification | A qualification at membership level for appropriate professional organisation eg Chartered Institute of Housing or Chartered Institute of Building |
| Experience | <p>3 years managing neighbourhood functions on behalf of a housing provider</p> <p>3 years' experience of developing and delivering policies in the areas and inclusion equality and diversity</p> <p>3 years' experience of working with and facilitating marginalised groups to effectively utilise the services on offer</p> <p>2 years' as a line manager</p> | <p>3 year's operating as a housing manager for a social housing provider.</p> <p>Having used a housing management software system.</p> <p>2 years line management experience within social housing or not for profit organisation.</p> |
| Knowledge | <p>Knowledge of social housing.</p> <p>Knowledge of equality and diversity legislation and best practice.</p> <p>Knowledge of functional software packages and productivity packages such as Office 365.</p> | <p>To understand the communities that the Association serves and the particular issues that they face.</p> <p>The policy regulatory and legislative framework within which RPs operate.</p> <p>Community development/regeneration and its role and contribution in a RP context.</p> |

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| Competencies | <p>To be able to communicate effectively both orally and in writing and to have the ability to adapt the communication to the appropriate audience.</p> <p>The ability to listen and understand the needs and requirements of all our partners and tenants.</p> <p>To challenge inappropriate behaviour respectfully and assertively.</p> | |
| Attitude | <p>To be committed to and behave in accordance with the Associations vision - Homes and Communities without racism.</p> <p>To have a positive mind set and to be flexible in the duties that you perform and undertake in line with working with a small community- based organisation.</p> | |