

Employer: Wrayburn Community Organisation

Job: TMO Manager

Salary: £40K to £42K Pro rata P/T minimum 17.5 hours per week (over 3 days)

Job Purpose

You will be responsible for running the TMO office and providing a comprehensive housing service to the properties which come under the jurisdiction of the WCO Tenant Management Organisation. You will be responsible for the day-to-day supervision and support of contractors and any temporary staff that the TMO employ in accordance with the Management Agreement between the TMO and the Council and within the TMO's prescribed policies, procedures and legal requirements

Principal Accountabilities

The Manager will report to the Chair of TMO and will be responsible for the TMO Office. The main accountabilities are listed below.

- The effective day-to-day leadership, management and supervision of all contractors and agency staff.
- To provide an efficient and responsive housing service to all tenants and residents of Wrayburn House under the management of the Board, and to ensure the Tenant Management Organisation (TMO) office is open to tenants and residents at the hours agreed.
- To advise and be responsible for all matters to do with the TMO compliance with the Management Agreement and in monitoring its performance
- Responsible for day-to-day management and monitoring of the board's delegated budgets.
- Ensuring the TMO meets and exceeds its targets as set out in the business plan and key performance indicators.
- Overseeing day to day expenditure against the management and maintenance allowance and managing cost centre budgets at local level.
- Supporting the board in the management and review of all contracts and service level agreements relating to the above services.
- To ensure that the TMO's Equal Opportunities Policies are implemented and monitored

Duties

1. To be responsible for implementation of the local business plan for - TMO, including

reporting on income and expenditure relating to directly managed services and the achievement of targets, standards of service and service improvements.

2. To ensure the correct implementation of all standing orders relating to the supply and procurement of services.
3. To ensure the TMO meets its obligations as laid out in the management agreement.
4. To take responsibility for day-to-day management of the TMO budget.
5. Working with the TMO Treasurer to ensure the Board members and TMO staff comply with the financial and contractual procedures.
6. Ensure contractors act in accordance with the policies and procedures set out in the management agreement and that they meet the TMO's performance standards.
7. Working with the board and the Council's designated officers to ensure that works within the responsibility of the Council such as major works (external decorations), are effectively project managed, deliver good value and are developed in partnership with residents.
8. To work with the board on initiatives to drive up membership, broaden its skills base, increase capacity and raise its profile as a community organisation
9. To work with the TMO Treasurer in preparing accounts for the annual audit, ensuring the TMO's accounts, financial processes and policies and procedures comply with the requirements of internal and external auditors.
10. To work with the board to ensure that it meets all legislative requirements both as a managing agent of the landlord and an employer, including but not limited to: Health and Safety at Work Act 1974, Landlord and Tenant Act 1985, Housing Act 1996; Data Protection Act 1998, Equality Act 2010.
11. To ensure that all residents enquiries are thoroughly investigated and responded to promptly, in line with TMO policy.
12. To ensure that all complaints are thoroughly investigated and responded to promptly, in line with the TMO's complaints policy and procedure.
13. To ensure all written correspondence is logged, saved and investigated and responded to, in line with TMO policy.
14. Work with the Chair and produce 4 monthly newsletter.
15. To ensure all housing management targets are met including rent arrears, repairs, tenancy audits, 6 monthly vulnerable tenants welfare checks, repairs and void targets.
16. To control rent arrears by taking appropriate action

17. To take action against unlawful occupancy and refer to Southwark Council for legal actions if necessary.
18. To fully administer new tenancies, including attending viewings with prospective tenants, to sign up new tenants into the TMO membership.
19. To register and maintain transfer applications and provide advice on re-housing to all residents of Wrayburn House.
20. To enforce the TMO Anti-social behaviour policy
21. To ensure the TMO runs an effective and responsible high-quality repairs/cleaning service which meets the set service standards within the budget agreed.
22. To liaise with the Council on difficult or widespread maintenance problems, major repairs or improvement programmes.
23. To liaise with building contractors on day-to-day repairs issues to ensure an efficient and responsive service is provided to tenants within the agreed budget.
24. To inspect void properties, issue works orders and ensure that the properties are ready for occupation as soon as possible. To ensure that keys are available for void properties, ensure that void properties are secure and ensure follow up action. Technical support will be provided as necessary with the approval of the TMO Board.
25. To support the board in maintaining and developing the TMO's list of approved contractors and ensure all TMO policies are up to date and complaint.
26. Work closely with the Char and in Board and send out Board meeting notices and AGM invites.
27. Work closely with our Garden and Social Committee and assist in delivering the events and garden plans.

Person Specification – Manager

Experience (Essential, Desirable, Shortlist criteria, Interview criteria, Assessment)		
1	At least 3 years' experience of directly managing social housing services such as repairs, tenancy and leasehold management, income management and debt recovery, empty homes, resident involvement and customer services.	ES

2	Experience of working for a Tenant Management Organisation, or other organisation with a volunteer management committee	DS
3	Experience of devising budgets and preparing annual accounts for audit.	DS
4	Experience of managing and monitoring budgets within pre-set limits	ES
5	Experience of using Housing Management Software	ES
6	Experience of managing contractors.	ES
7	Demonstrable experience of working with other agencies/ stakeholders to achieve shared objectives.	ES
8	Experience of setting up new services and service level agreement	DS
Aptitudes		
9	Ability to draft service level agreements and contracts	ESI
10	Demonstrable knowledge of relevant legislation and the current issues relating to social housing providers, including TMOs.	ES
11	Computer literate including financial packages such as QuickBooks or similar.	ESA
12	Able to produce, clear concise written material of varying complexity for a wide range of audiences, to a high standard of English	ESA
13	Highly developed numeracy skills, with the ability to interpret detailed and complex financial information.	ESA
14	Ability to work on own initiative and managing a demanding workload with competing priorities.	ESI
15	Demonstrable ability to resolve conflict and build positive working relationships.	ESI
Personal attributes		
16	Ability to write and present clear and accurate reports, memos, letters, general correspondence and emails	EI
17	Ability to manage and control budgets	EI
18	Ability to work without supervision	EI
19	Ability to maximise income by control of rent arrears and void losses	EI
20	Ability to set up and monitor contracts	EI
21	Prepared to work evenings and weekends as and when required.	EI
22	Committed to the principles of Tenant Management	EI