Responsible for the end-to-end allocations service, the Allocations Operations Manager will deliver an accessible and customer-focused allocation, lettings & marketing service that achieves high levels of customer satisfaction.

**Allocations Operations Manager**

**What are my key responsibilities?**

To lead and manage the Allocations team, ensuring that skills within the team are developed to meet ongoing customer and business needs. Motivate and encourage the team to work innovatively, smartly and flexibly whilst also ensuring the team are highly engaged and working together collaboratively.

Ensure team performance is sustained against objectives through the use of our Performance Management Framework, training and general management of the team.

Support the development of allocations-related strategies, policies and initiatives that maximise the best use of existing and future properties and lead on the implementation of these.

Continually review the service to identify service improvements and ensure a high-quality service when letting our homes.

Oversee the reletting of homes and first let for new build properties, ensuring that void times are kept to a minimum and empty properties are allocated fairly, in accordance with whg policies, procedures, service standards and local offers.

Take the lead on the marketing strategy for homes, adopting an innovative and commercially minded approach to ensure homes are let in a timely manner. Work closely with the Development Team on new schemes so that homes are allocated prior to handover to avoid void rent loss.

Ensure an effective allocation process is maintained within whg’s allocation systems and customer portals and we work collaboratively with Local Authorities’ systems when required.

Actively encourage customer engagement by delivering improvements that are customer-driven and focused. Ensure customer communication is effective and that expectations are managed appropriately.

Ensure the allocations team is data-driven by collecting, interpreting and learning from operational insight. Ensure there is a full suite of automated reports to enable this to happen.

Ensure robust reporting is embedded within the team and that internal and external stakeholders have access to accurate data and insight as required.

Work effectively with internal teams, local authorities and partner agencies to establish and maintain a strong partnership approach that supports a high quality of service to our customers. Ensure regular partnership meetings occur and all reporting the Local Authority needs is in place with minimal manual intervention.

Provide expertise as a specialist in specific areas of service.

Oversee and operate a range of technology solutions to deliver the service, reviewing their efficiency and working with colleagues to improve functionality where required. Ensure the team are working towards as much automation as possible whilst also retaining high customer satisfaction, directing resources towards human interactions where they are needed the most.

Work alongside internal teams on matters relating to valuations, instructions to sell and disposal, including gathering data, writing reports and monitoring their progress.

Ensure that Policies, Procedures and operations which meet statutory and regulatory requirements are implemented to consistently achieve corporate objectives.

Management of relevant contracts and service budget.

Support the Assistant Director of Housing – Customer to deliver against strategic aims and objectives and promote the interests of whg to the community and housing sector.

Deliver against Key Performance Indicators.

Act at all times in the interest of whg and its customers.

Actively promote and demonstrate whg’s values.

**Relationships**

The Allocations Operations Manager reports directly to the Assistant Director of Housing – Customer and will work collaboratively with teams across whg.

The postholder has line management responsibility for the Assistant Managers (Allocations) and overall responsibility for the Allocations team.

The Allocations Operations Manager will develop and maintain positive and productive partnerships with local key stakeholders, partners and customers. This includes working with local authorities in order for them to discharge their statutory duties in the form of local lettings plans and nominations agreements whilst ensuring we adhere to our own Policies and Procedures.

**Role Requirements:**

**You must have:**

Recent and relevant experience of working within Housing, with a thorough understanding of lettings and a proven ability to enhance service delivery.

Significant experience of allocating properties within a social housing setting.

Experience of marketing and advertising homes either in a social or commercial setting.

Experience of developing allocation strategies and policies, delivering value for money and cost reductions whilst improving service delivery.

Strong leadership ability, with experience in effectively managing a team and achieving high levels of engagement as well as high performance.

Knowledge of statutory and regulatory requirements relevant to housing management, and a thorough understanding of operational practices relevant to the role.

Awareness of current legislation affecting the Housing sector and welfare benefits.

Competence in the use of IT systems, with the ability to input and access data quickly and accurately.

A customer focused approach, with excellent communication skills.

The ability to communicate clearly and effectively, and the necessary skills to produce and present clear and concise reports.

The aptitude to respond to conflicting pressures and demands with limited support and guidance whilst paying attention to detail.

The confidence to make and challenge decisions whilst working on own initiative with the willingness to accept responsibility for decisions taken.

The ability to challenge current ways of working, make recommendations for improvement and respond to changes that will impact upon service delivery.

An ability to handle pressure, sensitivity and conflict in a calm and confident manner.

Experience of stakeholder engagement and relationship management with internal colleagues, suppliers and partners.

Evidence of continuous professional development.

Ideally, you will also have, be working towards or willing to work towards a Level 4 certificate in Housing and hold CIH membership.

**whg’s values and behaviours**

At whg we have an ambitious aim to be an exceptional place to work that attracts, develops and retains talent. We recognise that our success as a business depends largely on the quality and commitment of our colleagues; our values set out in the 2030 Plan identify the behaviours that we expect all colleagues to display.

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| A blue circle with white hands in it  Description automatically generated | Trustworthy  You can rely on us. We are honest in everything we do. |
| A hand holding a shield  Description automatically generated | Accountable  Taking responsibility for our actions and owning the delivery of our promises. |
| A star on a blue circle  Description automatically generated | Excellent  Striving to be the best and delivering the best outcomes for customers and the organisation. |
| A yellow circle with a white outline of hands shaking  Description automatically generated | Respectful  Valuing people and treating everyone with empathy and fairness. |
| A pink circle with two people holding a heart  Description automatically generated | Collaborative  Achieving great things by working together. |