



WILLOW TREE

HOUSING PARTNERSHIP

Role Profile

Housing Team Leader

Role Purpose

To provide supervisory leadership across housing and neighbourhood management services within Willow Tree. The role includes overseeing allocations and lettings, mutual exchanges and tenancy changes, safeguarding, domestic abuse, anti-social behaviour (ASB), and neighbourhood inspections and estate services.

Working within Willow Tree's policies and procedures and meeting regulatory requirements, the post holder will support the housing team to deliver housing services, while providing operational support to the Housing Manager and the Head of Housing and Customer Experience.

Key Relationships

Responsible to: Housing Manager	Responsible for: 4 Housing Officers Shared Ownership and Rentplus Officer
External: local authorities, police, key contractors and suppliers of business-critical services, and trade bodies such as the NHF and CIH.	Internal: all staff, the Leadership Team, and the Board and Committees.

Key Responsibilities

1. **Team leadership**
 - 1.1. Work closely with the Housing Manager to supervise and support Housing Officers within the Housing & Customer Experience team.
 - 1.2. Hold regular one-to-one meetings with the team, focusing on wellbeing, performance and continuous improvement.

- 1.3. Provide guidance and support to the team on all aspects of housing and neighbourhood management.
- 1.4. Provide KPI information to the Housing Manager and Head of Housing and Customer Experience to support assurance and accountability.
- 1.5. Assist in the management of Stage 1 complaints, including carrying out investigations, drafting correspondence and recommending resolutions in line with policy.
- 1.6. Act as organisational lead on safeguarding and domestic abuse, providing guidance on complex cases and ensuring compliance with legislation and best practice.
- 1.7. Support the team with multi-agency case management with key partners such as local authorities and the police.
- 1.8. In the Housing Manager's absence, support the Rent and Income Recovery Officers to maximise income collection.

2. Allocations and lettings

- 2.1. Where required, support end-of-tenancy processes to help ensure homes are returned in a reasonable condition and to identify potential recharge or disrepair issues.
- 2.2. Ensure homes are advertised promptly and that shortlisting, viewings and selection of new tenants are completed, working with local authority choice-based lettings schemes and internal stakeholders.
- 2.3. Ensure pre-tenancy assessments and eligibility checks (including affordability) are completed before offers and sign-up, in line with policy and procedure.
- 2.4. Support Housing Officers to process mutual exchange applications, ensuring assessments and viewings are completed before sign-up and relevant operational colleagues are updated.
- 2.5. Ensure the housing management system and digital filing system are updated with key tenancy documentation (e.g., agreements and correspondence) and carry out checks to maintain data credibility.
- 2.6. Where required, provide support and advice to tenants on housing options, including assisting applications to choice-based lettings and signposting where over- or under-occupation is an issue.

3. Tenancy management

- 3.1. Support colleagues to help residents sustain their tenancies, including guidance on tenancy enforcement where required.
- 3.2. Ensure tenancy data is maintained in the housing management systems and relevant documents are stored in the digital filing system.
- 3.3. Work with the Housing Manager to review and action tenancy changes (e.g., joint tenancy applications, assignment and succession) in line with policy.
- 3.4. Support the team with joint tenancy visits where required, ensuring early intervention and appropriate support.
- 3.5. Work with operational colleagues to gain access for health and safety compliance (including home visits, liaison with advocates/next of kin, and access injunctions where all other interventions have failed).

4. ASB and complex case management

- 4.1. Ensure the effective management of ASB and hate crime.
- 4.2. Promote collaborative working with partners (e.g., local authorities, adult/children's social services, police) to resolve cases.
- 4.3. As the lead for safeguarding and domestic abuse, ensure effective safeguarding for vulnerable adults and children in line with organisational policies and procedures.
- 4.4. Work with legal representatives to prepare cases for court, attending and giving evidence where required.
- 4.5. Provide support and guidance to the team to take legal enforcement action and attend court and evictions where necessary.

5. Neighbourhood and community management

- 5.1. Ensure monthly health and safety inspections and regular neighbourhood inspections are completed, with a clear audit trail, using technology to support efficient delivery.
- 5.2. Support the management of communal service contracts such as cleaning and grounds maintenance.
- 5.3. Support the delivery of the Resident Engagement Strategy, creating opportunities for feedback and involvement in decision making, and supporting resident groups and community initiatives.
- 5.4. Where required, attend resident meetings and feedback forums, acting as an ambassador for Willow Tree.

6. Corporate

- 6.1. Act as an ambassador for Willow Tree at all times.
- 6.2. Maintain strong working knowledge of organisational policies and procedures, contributing to service improvements where appropriate.
- 6.3. Maintain accurate and timely records across the housing management system and the digital filing system.
- 6.4. Uphold Willow Tree's Equality, Diversity and Inclusion Policy at all times.
- 6.5. Maintain sector awareness, including emerging themes and trends and changes to legislation or regulation.
- 6.6. Commit to continuous personal development.

This role profile is not intended to be exhaustive. The post holder will be expected to adapt and undertake other duties as required from time to time, provided they are within the individual's remit and capability and are consistent with the status and responsibilities of the role within the organisation.