Job Description

Job title:	Specialist Housing Partner
Reports to:	Specialist Housing Team Leader
Responsible for:	No direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As a Specialist Housing Partner, you will provide high-quality housing and support services to customers in our Specialist Housing Schemes, including Independent Living Schemes. Your role focuses on managing tenancy-related matters, ensuring buildings are safe and compliant, and helping customers live independently for as long as possible. You will be the first point of contact for customers and will play a crucial role in managing their entire customer journey.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

In this role, you will promote Accent's values by delivering a customer-focused service. Your work will involve ensuring that buildings and communal areas meet all safety and compliance standards, managing tenant needs proactively, and fostering a sense of community and independence within the schemes. You will collaborate with colleagues, external agencies, and stakeholders to create positive, supportive environments for customers.



Key Responsibilities and Duties

- Manage the day-to-day operations of Specialist Housing Schemes, including ensuring buildings are safe, compliant, and well-maintained.
- Act as the first point of contact for tenants, providing a visible presence and addressing any issues quickly and efficiently.
- Responsible for reporting any safeguarding concerns and liaising with stakeholders
- Oversee all aspects of housing management, including anti-social behaviour (ASB), arrears management, tenancy reviews, and customer accounts.
- Promote customer independence by offering advice on budgeting, neighbourliness, and accessing support services, as well as connecting with health and social care providers.
- Maintain accurate records of customer health and well-being plans, risk assessments, and building compliance documentation.
- Work with lettings teams to ensure new residents move in smoothly, minimising void loss and maximising income.
- Develop strong working relationships with local authorities and other external partners, ensuring that all contractual obligations are met.
- Encourage resident involvement in community activities and ensure effective communication channels within the schemes.
- Provide cover to other schemes as needed, working collaboratively with colleagues to deliver seamless services.
- Promote Accent's services to potential customers and external agencies to maintain demand for our housing solutions.

The must haves:

- CIH Level 3 Certificate in Housing or equivalent (or willingness to work towards) or qualified through experience
- Experience delivering housing management services within a specialist or generic housing context.
- Strong understanding of anti-social behaviour management and rental income collection processes.
- Proven ability to manage multiple tasks and meet performance targets independently and as part of a team.
- Excellent communication skills with the ability to engage effectively with customers, colleagues, and external stakeholders.
- Knowledge of safeguarding practices within a housing context.
- Regular business travel will be necessary to other Accent sites and off-site meetings as required.

The added extras:

- Experience working with external partners to support customer well-being and housing management.
- Knowledge of GDPR and handling of customer data.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.