



Spring | Housing Association

Service Manager – Ukraine Resettlement Service

Applicant Information Pack

Full Time Position – One Year Fixed Term

Spring Housing Association is dedicated to safeguarding all of our customers, and expects staff, volunteers and contractors to share this commitment. Applicants must be able to undertake a DBS check and provide a satisfactory certificate if required, together with evidence of your current right to work in the UK.

At Spring Housing, we are committed to diversity and inclusion, and positively welcome applications from everyone.



MISSION STATEMENT

“To create long term prosperity by investing to prevent homelessness, poverty and social isolation and to inspire and unlock people’s potential”

AIMS AND OBJECTIVES

- To provide high quality accommodation for people in housing need
- To prevent and reduce Homelessness
- To assist people on a journey away from housing need towards a future of stability, happiness, and independence

OUR VALUES

- ✓ Positivity and Giving Opportunities
- ✓ Creating Quality Homes and Happy Lives
- ✓ Building Memories and Focussing on Futures
- ✓ Proudly Supporting Each Other

THIS IS US!



About Us:

Spring Housing Association formed in 2014 and became a registered charity in August 2015.

We are a charity working with people in need of accommodation and tenancy related support across the West Midlands. We work in conjunction with the private sector and housing associations to provide general needs and specialist services to care leavers, people who are homeless or at risk of homelessness and refugees.

We deliver a range of person-centred services to support individuals to *obtain*, *maintain* and *sustain* accommodation long term.

We currently employ over 100 staff and operate throughout Birmingham, Black Country, Coventry, Herefordshire, Solihull Staffordshire and Warwickshire.

We provide *exempt* accommodation housing and support solutions across 23 geographical regions and work with various local authorities.

We really value our staff team – they are the reason Spring provides excellent services. Our staff embrace and live our values on a day-to-day basis.

In 2020, Spring came **31st** out of the Best **100** Not for Profit Organisations to work for and **7th** out of the Best **25** Housing Associations to work for (Sunday Times Best Companies to work for). This was a massive achievement for us, beating many well-established organisations to get this placing, and clearly shows the level of engagement from our staff.

We welcome feedback to continually strive to improve the working environment and experience for our customers. Recent newcomers to Spring said...

- “Staff are really friendly, happy people and very helpful.”
- “The team members are nice and supportive. My Team Leader is very willing to support me and very understanding”
- “The ethos of the organisation is something that other organisations should aspire to have and you can really feel that the ethics are carried at every level from top to bottom.”
- “The Company cares about its employees and my manager is very helpful and understanding”

MIS paperwork training new starters induction
within approach people Everyone team services support
manager working supportive Spring colleagues great organisation
friendly

Benefits of Working with Spring:

- ✓ Flexible working hours including part time hours, evenings, and weekends
- ✓ 30 days per annum including bank holidays
- ✓ 1 day's paid leave (pro rata) on your birthday
- ✓ Contributory pension scheme
- ✓ Health4All – Cash Plan. Individual cover provided after 6 months service with the option to upgrade
- ✓ Bike to work scheme - lease a new bike and spread the cost over/up to twelve months interest free payments
- ✓ Employee assistance programme – free confidential advice and counselling
- ✓ RISE – 24/7 Health and Well Being Helpline
- ✓ A commitment to staff training and development.

Feedback from New Staff Members Induction Survey May 2022

Thank you from Dominic Bradley

Dear Applicant,

I would like to thank you for your interest in working with Spring Housing.

I'm really excited by the direction Spring is taking as an organisation. We started in 2014 to get back to the original ethos of why housing associations were initially established, we saw that the housing crisis was getting worse and that homelessness continued to be a major issue across the Midlands and we wanted to use our relationships with private sector landlords to bring private houses into social use for social purpose.



We believe we are still living to our original purposes and making a real difference to our customers lives.

We have only been able to do this through the dedication and commitment of our staff. They have been fundamental in the lives of our customers and the success of our services to date.

I'm sure, if you are successful that you will see what makes Spring different!

We are a relatively new organisation with a "can-do" attitude, and diverse in our services and people. It's a really exciting place to work and you will be joining and contributing to an organisation with a real passion to make a long-term difference to the lives of our customers.

If you are successful in your application, we will assist you to settle into your new role and team as quickly as possible.

I hope that you find this information useful and informative during the application process. If you require further information, please email recruitment@springhousing.org.uk or visit our website

Yours sincerely,

Dominic Bradley
Managing Director

***Exciting Opportunity ***

Job Advert:

We are looking for a Service Manager – Ukraine Resettlement Service

We are developing a dynamic new team to support Ukrainian Refugees to settle in the UK and to provide for the effective and efficient resettlement of Ukrainians arriving under the Homes for Ukraine Scheme in the wider context of delivering Birmingham City Councils vision and its commitment to being a City of Sanctuary.

We are looking for a Service Manager (37.5 hours per week) to oversee the successful day-to-day management of the Ukraine Resettlement Contract. To work with local statutory and voluntary organisations to ensure that the provision of the Service is outcome-driven, with the aim of supporting the development of greater integration and independence for individuals and provide housing options for Ukrainian refugees to improve housing and integration outcomes to increase refugees' self-sufficiency within Birmingham and Solihull.

Focusing on the identified needs of refugee you will manage a new team that comprises of a Housing Coordinator, 5 x Housing Advice Workers, 2 x Outreach and Engagement Workers and an Interpreter to ensure high quality accommodation, within an holistic housing wrap around support service, is available to meet the needs of Ukrainian refugees across Birmingham and Solihull. You will ensure that contractual requirements are adhered to and that KPI's are met whilst ensuring continual improvement to service delivery led by Ukrainian Refugees.

Our ideal candidate will have experience of setting up and managing new projects, managing and developing staff and will have a good understanding of the housing sector. You will have working knowledge of the welfare benefits system, tenancy agreements, and support sectors and housing options processes for Birmingham and Solihull. This post requires you to have excellent organisation skills and the ability to demonstrate customer outcomes. In addition, you will have excellent written and verbal communication skills and the ability to manage and prioritise your workload accordingly. In particular, you will need:

- ✓ At least two years' experience of working with refugees
 - ✓ At least two years of managing, leading and developing diverse staff teams
 - ✓ Knowledge managing contracts, performance management and outcome achievement
 - ✓ Knowledge of welfare, housing, and tenancy processes
 - ✓ Effective interpersonal skills with the ability to work with customers and stakeholders with a range of different needs
 - ✓ Experience of managing complex and difficult situations in relation to vulnerable groups
 - ✓ Ability to effectively liaise with a range of service providers or agencies to establish or improve services for customers
 - ✓ An understanding of delivering high quality customer focused customer led services
 - ✓ Ability to be flexible with your working hours to meet the needs of customers where appropriate
 - ✓ NVQ level 3 qualification in Housing or Health and Social Care is desirable
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- Driving licence and access to a vehicle required
 - DBS check required
 - One year fixed term contract

We have a Candidate Privacy Policy which is in line with the EU General Data Protection Regulation (GDPR) effective from 25 May 2018. The updated Privacy Policy has been designed to make our data processing activities as transparent as possible. We encourage you to take a look at the updated

documents, and if you have any questions please contact us or visit <https://springhousing.org.uk/about-us/our-privacy-notice/>

As part of our commitment to making Spring a great place to work, we offer a comprehensive reward and benefits package.

*** Spring Housing Association takes safeguarding of vulnerable people seriously - all applicants will be subject to Safer Recruitment Checks***

For further information on how to apply:

Please send your CV via the indeed portal. If you are invited to an interview, you will also need to complete an application form. For further information please refer to our Applicant Information Pack – www.springhousingassociation.org.uk/recruitment

Interviews:

Spring are conducting interviews both face to face and online using Microsoft Teams

If you are invited to interview, you will be provided with full details on how to access the online interview. If you do not have access to IT, please email recruitment@springhousing.org.uk so that we support you, where possible.

For further information please visit the link provided below:

MS Teams: <https://www.microsoft.com/en-gb/microsoft-365/microsoft-teams/download-app>

Job Type: Service Manager – Ukraine Resettlement Service

Salary: Upto £30,000

Duration: One-year fixed term

JOB DESCRIPTION AND PERSON SPECIFICATION

Section 1 - Role

Post:	Service Manager
Reporting to:	Director of Support Services and New Business
Directive:	Refugee Services
Grade/Salary:	Upto £30,000
Car user:	0.40p per mile

Section 2 - Key Tasks and Responsibilities

To oversee the successful day-to-day management of the Ukraine Resettlement Contract. To work with local statutory and voluntary organisations to ensure that the provision of the Service is outcome-driven, with the aim of supporting the development of greater integration and independence for individuals and provide housing options for Ukrainian refugees to improve housing and integration outcomes to increase refugees' self-sufficiency within Birmingham and Solihull.

Section 3 – Duties

Overall:

1. To ensure effective and efficient service delivery and development in line with contract requirements for the provision of safe, affordable accommodation options for Ukrainian Refugees alongside access to wrap around individual and group support to achieve resettlement outcomes.
2. Supporting teams and agencies to implement pragmatic problem solving, unblock barriers and facilitating access into various services to reduce and improve choice and control over housing options, awareness and understanding

Staff Management:

3. Responsible for staff management and development including recruitment, supervisions, training, absence and performance/disciplinary management
4. To ensure the team works cohesively to develop move-on options for individuals and families

Partnership working:

5. Strong partnership working to develop a multi-disciplinary/multi agency service to support and enhance opportunities for Ukrainian refugees.
6. Create and manage the development of effective professional relationships, with external partners – such as commissioners and funders

Property/Accommodation:

7. Work in partnership with social landlords, private sector, estate agents and other housing providers to source safe, affordable accommodation across Birmingham and Solihull
8. Overall responsibility for accommodation standards based on property checks, health and safety and general housing management functions alongside hosts.
9. To oversee the effective transition and resettlement plans for customers leaving or moving on from the service into alternative accommodation.
10. Oversee the maintenance of an accessible housing register to meet immediate, short term and long-term housing needs
11. To develop a framework and pathway to respond to emergency housing requirements

Performance Management:

12. Analysis of service delivery and data to determine strategies to continually improve service and to remove barriers to aid outcome achievement.
13. Planning, delivery, review and evaluation to ensure continuous improvements in service delivery
14. Identify key improvement activity to design and deliver solutions to improve services (in line with our KPI's, contract requirements and service standards)
15. Collect and analyse data relating to the service to provide management of customer insight and experiences including satisfaction, compliments and complaints, focus groups etc. that's informs and shapes our business planning to improve service delivery
16. Quality assurance via regular service auditing, site visits and scrutiny across services
17. Identify and implement best practice and innovative solutions for continual improvement
18. Production of management reports and analysis for commissioners, Senior Management and Board Members

Financial:

19. Overall management of a Customer Support Fund for Birmingham and Solihull applicants
20. Management and monitoring of service to ensure cost efficiency and value for money
21. Manage the allocation of petty cash ensuring that accurate records are maintained
22. With support of Finance Team ensure funding, contracts and rental payments are, payments recorded, receipted and up to date.

General:

23. Undertake other duties in general housing management as instructed by the senior management team and within the post holder's experience and expertise.
24. To be responsible for the health, safety and welfare of yourself, customers and others at work and undertake health and safety duties as required.
25. Take responsibility for safeguarding and health and wellbeing concerns for customers and staff.
26. Ensure that Safeguarding and Health and Safety Policies and procedures are adhered to and report serious concerns to Senior Management.
27. To carry out administrative and other functions. Duties will include:
 - a. General office duties
 - b. Arrange and participate in internal and external training schemes as appropriate.
 - c. Any other duties that may be required within the post holder's capability or as temporary cover during staff leave or sickness

This job description covers the current range of duties and will be reviewed from time to time. It is Spring Housing aim to reach agreement on changes, but if agreement is not possible, Spring Housing reserves the right to change this job description.

<ul style="list-style-type: none"> ▪ A positive approach to work ▪ Commitment to operating within Spring's organisational values and promoting the organisation with other organisations and agencies ▪ Promotion of equality of opportunity for vulnerable people ▪ Recognise and value all aspects of diversity 	Y	
<p>Additional Job Requirements</p> <ul style="list-style-type: none"> ▪ Full driving licence and access to a vehicle ▪ DBS Check ▪ Able to work at weekends and evenings if required 	Y Y Y	