

Job Description

Job title	Locality Manager – Customer and Neighbourhood
Profession	Customer & Community
Band	C
Directorate	CCO (Customer)
Accountable to	Regional Director Localities – Customer and Neighbourhood

Job Purpose:

The role will be responsible for leading the delivery of proactive services across a locality. Champion SNG values and work alongside colleagues to achieve our priorities and create a customer focused culture.

Customer & Place role specific: The role will be accountable for providing leadership to ensure high quality, tenure blind services for our residents. Develop the service standards and customer journeys to enhance relationships built on mutual trust and understanding to deliver the right outcomes for customers. Be the steward of the locality and focus on proactive tenancy and neighbourhood management, intervention and support driven by clear data and insight.

Property role specific: The role will be accountable for leadership and delivery of a customer centric, high quality, value for money, property repairs, improvements, projects and maintenance services. The delivery will be through a mixture of an inhouse workforce, sub-contractors, main contractors and may also use external consultants to assist. Ensure that all works are undertaken in a competent and safe manner with our customers as the centre of everything we do and ensure that SNG meets its commitments, monitors its performance and evidences its delivery relating to all its regulatory and legislative obligations. Ensure all elements are managed and controlled within agreed budgets.

Financial responsibility: circa £10million per annum (accountable for budget setting, forecasting and management across locality/s)

People responsibility: circa 100+ Direct and Indirect reports

Autonomy:

Within the broad direction set by the Customer and Neighbourhood Director and the Regional Director Localities – Customer and Neighbourhood, this role is responsible for achieving our operational and financial goals, and maximising regulatory, legislative and industry best practice compliance.

Key Accountabilities:

Financial

- Prepare, control and gain approval for large complex annual property budgets, ensuring appropriate monitoring of expenditure and compliance with procedures, levels of authority and audit requirements.
- Accountable for the property services budgets of circa £10million per annum, setting appropriate budgets, accurately forecasting month on month out-turn, and proactively engaging with 'deep-dive' reviews to articulate variances and actions to be taken to mitigate variances from forecast.

- Deliver field-based elements of tenancy and neighbourhood management, improvement programmes and projects to agreed performance and financial standards and targets, ensuring customer satisfaction, cost effectiveness and value for money.
- Assist in the strategic development and operational delivery of property services through agreed annual budget spends.
- Ensure all resource services, including suppliers, are effectively deployed to maximise productivity and customer benefit.

Stakeholder management

- Establish and maintain effectiveness by developing working relationships with all stakeholders, ensuring integrated contribution to SNG's corporate objectives whilst observing SNG's policies, procedures, and ways of working.
- Develop and regularly review stakeholder management plans and take the lead in proactively engaging and overseeing relationships with key stakeholders and partnering agencies, with a specific focus on local authority partners, statutory agencies and MP's within a locality.
- Demonstrate professionalism and a high level of technical tenancy and neighbourhood management expertise.

Operational Performance

- Lead on all strategic and operational elements of service delivery across your locality both residential and non-residential portfolio.
- Work collaboratively with Locality Manager - Property Services and cross functional senior leaders to deliver the corporate plan, ensuring key projects and activities are achieved in a timely and cost-effective way, delivering the agreed business outcomes and benefits.
- Drive business effectiveness, creative and innovative solutions to improve customer service and efficiency of delivery whilst ensuring procedures are followed and compliance and regulatory standards are met.
- Shape and develop our approach to Customer, with a focus on implementing a proactive data led approach to the deployment of resources.
- Work with the locality management teams to maximise the use of available resources and asset across the operating areas to address risks and challenges to ensure smooth service delivery minimising risks.
- Ensure that our assets are maintained and improved to protect their core value and to meet the needs and expectations of current and future residents.
- Ensure a detailed local knowledge of customer, asset and investment needs is fully embedded and maintained across locality delivery teams.
- Collaboratively develop, set and monitor challenging targets for key business services that meet agreed performance, service and financial standards ensuring customer satisfaction, cost effectiveness and value for money.
- Ensure effective practice is in place so that all services fully comply with legislation, regulatory and governing requirements.
- Scan the external operating environment to identify issues that may impact SNGs or our residents and where appropriate develop and implement mitigation plans.
- Proactively lead resident engagement, scrutiny, and influence activities to facilitate the co-creation of service as required.

- Contribute to the overall performance of SNG's through proactive participation in the CCO leadership management teams delivering SNG's corporate plan and driving the aspiration to be the sector leader.
- Set and maintain high levels of safe working practices across all areas of services in line with health and safety legislation and construction design & management (CDM) where appropriate.
- Deputise for the Locality Manager - Property Services and Regional Director Localities where necessary.

Leadership

- Manage the Locality teams with a focus on articulating a clear vision, providing direction, and fostering a culture of accountability, high performance, and continuous improvement.
- Allocate resources efficiently and effectively within the team, managing workload and priorities.
- Ensure oversight of relevant systems, processes, policies, and resources to ensure that the Locality teams provide professional, reliable, and responsive services to the business.
- Implement SNG's corporate plan and objectives within it.
- Promote equality, diversity, and inclusion efforts to ensure an inclusive and supportive work environment in line with SNG's policies and procedures.
- Encourage and support employee wellbeing, engagement, development and mentorship and my performance objectives.
- Take ownership of people related matters and work with the relevant support teams.
- Be visible and present as a leader within the team, demonstrating professionalism and confidence, always holding self and others to account.
- Demonstrate commitment and energy to the team to motivate and inspire the achievement of results.
- Develop a highly professional front line team equipped and empowered to deliver innovative customer focus solutions, within a low-risk compliant framework.

General

- Role model SNG's values and leadership behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Proactively promote the Everyone Safe and Well vision and principles, guiding by example to create a positive environment where health, safety and wellbeing are integral values for all colleagues.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Experience of managing a multi-disciplinary customer focused team in a large and complex organisation.

- Excellent demonstratable knowledge of programme development and performance improvement in a customer focused environment.
- Ability to plan, track and forecast income and expenditure against relevant budgets, to deliver a value for money service whilst taking actions to mitigate any risks.
- Able to analyse business information and formulate metrics that deliver permanent or consolidated progress.
- Exhibit strategic thinking, commercial acumen and values driven behaviours. Ability to fulfil corporate plans and strategies at both a local and organisational level.
- Experience of promoting an organisation at a regional and national level to raise the profile of the business.
- Evidence of delivering on innovative concepts, utilising future changes in policy to support flexibility in a responsive organisation.
- Ability to inspire, support and develop others to optimise their performance.
- Ability to create honest communication and inclusive relationships to ensure people are motivated and feel they own and are accountable for their work.
- Demonstrable track record of meeting deadlines and working effectively with others in a complex and dynamic environment.
- Strong people skills, effective communicator with the ability to influence and challenge.

Desirable

- Knowledge of relevant health, safety and environmental legislation with focus on compliance within all activities undertaken by the teams.
- Ability to communicate responsibilities to data users and assure the proper use of data.
- Understanding of data breaches, associated implications and industry standards of preventing/triaging a breach.
- Evidence of excellent customer service achievements in a complex delivery environment.
- Excellent communication and interpersonal skills.
- Proficient use of Microsoft office suite with Intermediate or advanced Excel skills.
- Membership of a professional body – CIH or equivalent.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	1336	Matt Hensby / Helen Hann	27/08/2022	09/2022
2.0	4859	Luke Bingham	04/2025	