

Location Manager Role Profile

About you

You'll have:

- the ability to embrace new challenges, learn quickly and take accountability for your own actions, whilst working independently and as part of a team
- the ability change your approach based on the situation, which will involve effective lone working and working as part of a team
- the willingness to take on and achieve day to day tasks and challenges
- initiative to act quickly and take accountability for actions and outcomes
- able to make informed decisions by evaluating situations and data
- able to handle sensitive information confidentially and communicate appropriately
- high motivation, drive, and determination to achieve your goals
- good interpersonal and communication skills
- A willingness to learn and take on new skills related to housing, or to deliver services the Anchor way

Qualifications:

- No formal qualifications are required for this role
- You'll undertake intensive and regular training to support you to deliver a housing management service
- You'll be expected to attend external meetings and training events, which will require some travel

About the role

Why we need a Location Manager:

We need to ensure that services at our housing locations are delivered to a high standard, meeting the needs of residents and keeping them safe.

The Location Manager will manage the location on a day-to-day basis. They'll be responsible for:

- budgets and service charge accounts
- ensuring the location is safe and secure from obvious hazards
- effective housing management of voids, arrears and low risk anti-social behaviour
- working in partnership with residents to create services that meet their needs
- promoting independence
- delivering excellent customer service
- developing and managing contractor relationships
- developing and managing effective working relationships with external organisations, eg council, police and charities
- effective resolution of complaints and disputes

What will success look like in the role?

- Our resident experience is at the heart of your decisions
- There's a sense of community and wellbeing at your location
- A safe and hazard free location
- Well managed budgets
- Good resident engagement
- Well managed contractor relationships
- A professionally managed and delivered service meeting the needs of residents and Anchor
- Residents are enabled to access services that support them to live independently

Skills and experience

You'll be:

- Able to adapt and communicate effectively with a varied audience
- Proficient at using Microsoft Outlook, Word, Excel, PowerPoint and Teams and have the enthusiasm to learn and work with a range of systems that support service delivery
- Highly organised and able to plan, manage and prioritise workload
- Responsive to and have experience of managing emergency situations in a professional manner
- Able to communicate technical information in a clear concise manner
- Experienced at building professional relationships with residents, colleagues and stakeholders
- Meticulous in checking details to prevent and resolve issues before they escalate

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All roles in housing services share the same four priorities:

Professional

Understands role purpose and boundaries, maintains skills through relevant qualifications and personal development. Has commercial acumen and learns from others

High performing

Under effective leadership, focuses on accountability, improved performance and excellence in service delivery. Working at pace and to a high standard every time

Change enabling

Embraces change, new ways of working and new technology. Looks for ways of bringing new methods and practices to benefit customers through innovation and collaboration

Customer centric

Always puts them first. Designs, develops and delivers services by fully understanding current and future customer need.

We believe wellbeing means creating an environment and culture where our people can be their authentic selves and achieve their full potential. Have a look at our Anchor colleague support, rewards and benefits [here](#).