



Creating great homes together

Role Profile

Position

Safer Communities Lead

Reporting to

Head of Customer Contact & Community Support

What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- Unique opportunity to help us make a real difference by developing our Community Safety Service to be sector leading.
- Unique opportunity to help us achieve our customer experience ambitions - right service, right time, first time.
- Opportunity to drive service improvement and increase customer satisfaction and colleague capability.
- A fast paced, adaptable and highly collaborative environment.
- Agile working based at home, travelling to Magna sites and neighbourhoods as required.
- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

What you are known for

- Driving high performance when leading our ASB, Domestic Abuse, Tenancy Fraud and compliance enforcement activities.
- Results-focussed leadership.
- Being a leader in partnership work within our communities.
- Developing teams to deliver high quality services and appropriate interventions.
- Developing and driving a performance culture with a focus on delivering excellent customer services.
- Building team and individual capability.
- Managing team and individual performance.
- Setting and monitoring individual and team targets and objectives to drive service and individual performance improvement.
- Right first-time approach to interventions and case management.

What you take care of

- Line management of Community Safety Team.
- Leading effectively on service improvement.
- Delivery of the Magna ASB Improvement Plan.
- Lead on our DAHA Accreditation.
- Contribute to the development of Always Safe culture.
- Lead on strategic and operational development of Community Safety Service.
- Ensuring teams are implementing the ASB and related policies and procedures consistently and appropriately managing risk.
- Embedding best practice in problem-solving and case management.
- Providing performance reports regularly and ensure that reports also include action plans to address areas of low performance.
- Ownership of housing related enforcement activities.
- To work collaboratively and build a culture of ownership across Magna.

What you need to be successful

- Strong leadership skills.
- Outstanding communication skills.
- Demonstrable experience of service improvement delivery.
- Evidence of successful outcomes when addressing ASB.
- Ability to self-manage, analyse data and produce reports.
- Highly organised and able to manage a varied workload, able to prioritise effectively in order to produce high quality work within set deadlines.
- Proven track record of team building and development skills.
- Excellent knowledge of ASB, domestic abuse and key Housing related legislation.
- Ability to operate at a strategic level within a housing context.
- Experience of drafting complex legal case files and presenting in cases in court.
- Education to degree level or equivalent or with professional qualification related to ASB or equivalent.

Qualifications required

Applicants with transferrable skills are encouraged to apply.

Approved: V1/