



Creating great homes together

# Role Profile

**Position**

**Services Manager**

**Reporting to**

## 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.**

- To be an integral part of the Sheltered and Supported Services, aligned to Magna target operating model. Working for a fast paced, adaptable and collaborative company and team.
- Working with talented and ambitious colleagues. Work for an organisation where customer experience is at the top of the agenda.
- 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

- Committed to delivering excellent customer service.
- Promoting Magna's equality and diversity, data protection and health & safety policies and procedures.
- Committed to the aims of valuing people and supported living and be able to relate respectfully and effectively with all customers.
- Possessing great management qualities to motivate and support colleagues to achieve organisational, team and personal objectives.
- The ability to communicate clearly and effectively with a diverse range of people.
- To ensure people work together across departments and to share best practices.
- Have experience of working in a multi-cultural environment.

## What you take care of

- Manage a team of Sheltered Advisors. Overseeing operational duties and line management duties.
- Develop, review and update policies and procedures for our services.
- Manage relevant budgets and sinking funds, ensure the service is compliant with service standards.
- Manage Magna's supported housing stock, including negotiating and renewing service level agreements, management agreements and leases.
- Line Manage team of Money Matters & Support advisors across Dorset and Somerset.
- Stay up to date with all welfare benefit legislation.
- Be designated safeguarding lead for Magna Housing.
- Act as liaison with external partners, including alarm monitoring and repairs/servicing.
- Respond to customer complaints.
- Liaise closely with the operations manager, providing relevant information as required.

## What you need to be successful

- The ability to adapt and manage with changing work demands, have a high standard of administrative skills and be able to express yourself clearly.
- To be able to work on your own initiative. Be able to set and meet deadlines and to achieve these to a high standard.
- To take ownership and responsibility for the delivery of the support service. Be committed to the aims of valuing people and supported living and be able to relate respectfully and effectively with all service users.
- Can demonstrate loyalty and integrity.
- Full driving licence.

## Qualifications required

**Applicants with transferrable skills are encouraged to apply.**

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