

# ROLE **PROFILE**

**JOB TITLE:** PRS Portfolio Manager

**REPORTING TO:** PRS Manager

**TEAM:** ForLiving

## **JOB OVERVIEW**

To deliver effective PRS lettings and housing management services across the PRS stock.

Work closely with the PRS Manager to contribute to continuous improvement and development of those services.

## **ABOUT THE ROLE**



**FUTURE  
FOCUSED**



**WORK  
TOGETHER**



**ACT  
WITH CARE**



**MAKE A  
DIFFERENCE**

We have big plans driven by our priorities and underpinned by our values and principles. We don't focus simply on what we do – how we do it is equally important. It's the way we work.

Your main responsibilities will include:

- To provide high quality, customer focussed lettings and housing management services effectively, consistently, pro-actively and cost effectively, including:
  - Void management and letting properties including undertaking new tenant visits
  - Assisting with PRS scheme initiatives and delivering such initiatives as required
  - Developing PRS scheme communication and providing information to customers
  - Taking responsibility for ensuring all issues that arise on the PRS schemes are resolved
- Ensure services are positively focussed on the PRS customers

- Occasionally attend local residents' meetings as required
- Work with both internal and external partners and other stakeholders to develop an understanding and awareness of the community in which the PRS schemes are located
- To provide customers with general advice, assistance and support.
- To consistently meet and exceed performance targets and to keep full, accurate and timely records
- To work effectively with, other ForViva group members to ensure services are delivered seamlessly.
- To ensure a culture of excellent performance and to maximise customer satisfaction.
- To ensure all health and safety standards within the PRS schemes is maintained.

## WHAT WE ALL NEED TO DO

- To help us achieve our purpose of improving lives, we all live by our four main values: passion, openness, respect and trust.
- We support the organisation to make sure we continue to maintain and even exceed expectations, work to high performance and compliance standards and demonstrate value for money.
- Everyone adheres to data protection regulations ensuring that confidentiality is maintained around access to commercially sensitive or personal information in line with our policies and procedures.
- We thrive in an inclusive environment, where everyone is valued.
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- Everyone undertakes personal development activities which will support you in your job and help you continually innovate and reach your full potential.
- From time to time you may need to undertake other tasks commensurate with your role.

## PERSON SPECIFICATION

### Person Specification:

**Assessment Key:** AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

AREA	REQUIREMENT (All criteria are essential unless defined as desirable)	ASSESSED BY:
Qualifications and Training	<ul style="list-style-type: none"> <li>Knowledge of relevant housing legislation</li> </ul>	AF/I
Experience, knowledge, skills and qualities	<ul style="list-style-type: none"> <li>Experience of working in the PRS sector</li> <li>Experience of writing and presenting reports</li> <li>Demonstrate strong negotiating and influencing skills</li> <li>ECDL</li> <li>Ability to establish effective and productive relationships</li> </ul>	AF/I AF/I AF/I AF/I AF/I
Skills and abilities	<ul style="list-style-type: none"> <li>Understanding of housing management in the PRS sector</li> <li>Highly developed organisational, communication, decision-making and workload management skills</li> <li>Ability to communicate effectively both verbally and in writing and to tailor communication accordingly to a range of audiences and circumstances</li> <li>Ability to work equally effectively as part of a team or on own initiative</li> <li>Ability to identify problems or issues, adopt appropriate and, if needed, innovative solutions and implement changes through to a positive outcome.</li> <li>Ability to consistently achieve targets and deliver excellent customer service in a rapidly changing environment</li> <li>Ability to respond effectively to queries and problem solving</li> <li>Ability to demonstrate a methodical approach</li> <li>Display the resilience and emotional intelligence to be able to cope with difficult situations and handle them well, demonstrating understanding and empathy when required</li> <li>Ability to analyse and interpret customer insight and intelligence to make informed and balanced service delivery decisions.</li> <li>Confidence to assess and take calculated risks</li> </ul>	AF/I AF/I  AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I
Personal qualities	<ul style="list-style-type: none"> <li>Display a passionate, 'can do' attitude and approach, taking responsibility to tackle issues and employ appropriate solutions to get things done</li> <li>Be fully committed to delivering the best customer experience possible, demonstrating passion and a caring approach to enhancing the quality of lives of residents and improving communities</li> <li>Make a positive contribution to the team culture and inspire and gain the confidence of others through displaying an inclusive approach to work</li> <li>Be self-aware, honest and critically reflective with a desire to keep learning and improving</li> <li>Adopt a dynamic approach to connecting experiences on the ground with the bigger picture</li> <li>Be fully committed to equality and diversity</li> <li>Have a high degree of self-motivation, initiative, flexibility and responsiveness</li> </ul>	AF/I AF/I AF/I AF/I AF/I AF/I AF/I

# YOU'RE THE DIFFERENCE



Other	<ul style="list-style-type: none"><li>• An understanding of the competitive business environment in which ForLiving operates</li><li>• Commitment to work outside of normal office hours</li><li>• Good attendance record</li><li>• Current driving licence and ability to travel with occasional overnight stays</li></ul>	AF/I  AF/I AF/I AF/QC
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Prepared March 2021

