

Role profile

Here's more about the job!

Role/s	Gypsy & Traveller Site Manager		March 2019
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Your Team

The Estates team are responsible for the delivery of core business functions to a multi-million-pound Housing Service based upon the service plan. The team play a key role in the management and maintenance of Council owned Gypsy & Traveller sites. Their aim is to help licensees to sustain tenancies, reduce homelessness and ensure sites are safe and clean to live in, supporting Central Bedfordshire Council's corporate objective of excellence and making Central Bedfordshire a great place to live and work.

Your Customers

- Licensees
- Staff within the Council (particularly Adult Social Care & Children's Services)
- MP
- Elected Members
- External customers and stakeholders (Local residents to the sites and Police specifically)
- Service supplier network
- Public Services

Your Role

- You will provide effective management, support and signposting to Licensees on a wide range of issues, helping residents to sustain their tenancy.
- This will include; effective monitoring, processing and enforcement of rent collection and ensuring repairs are ordered and carried out.
- You will need to be a strong negotiator, have good listening skills, be resilient and able to deal with difficult situations.
- Up to date knowledge of the Mobile Homes Act 2014 would be desirable.
- Up to date knowledge of Housing Benefit/Universal Credit is desirable.

Health and Safety

- Working alone.
- Regular exposure to mental health pressures and demands.
- Risk of verbal abuse.
- Risk of physical assault.
- Visual display - regular use.

Work Pattern

- Standard Monday to Friday with flexibility subject to business needs.

Work Related Travel

- Regular.

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