



Folkestone Rainbow Centre

Job Description

Job Title: Supported Housing Manager

Contract: Full-time (permanent)

Salary: £30,000 per annum for 37.5-hour week

Hours: 37.5 hours p/w on a rota basis, including evenings, weekends and Bank Holidays

Location: Hamlet House, 5-6 Shakespeare Terrace, Folkestone

Responsible to: Chief Executive

Specific requirements: The post holder is required to complete & hold a DBS check with satisfactory results

Purpose

As the Supported Housing Manager, you will oversee the daily operations of Hamlet House, a 16-bed Emergency and Supported Housing Service. Your responsibilities include property maintenance, administration, and client relations, ensuring a secure and supportive environment for clients.

Your work is central to our mission to fight homelessness and ensure client safety. Building a good relationship with the Homeless Support Service (HSS) Manager and team is essential.

Principal Responsibilities

- Oversee daily management of Hamlet House compliance (safety checks, etc.).
- Coordinate repairs, maintenance, and manage contractors.
- Finalise and implement policies and procedures for running Hamlet House, including a system for checking client entry and exit, and daily monitoring to ensure they are safe and well.
- Work with the HSS team on client screening, licencing, and paperwork.
- Manage admissions, departures, licence renewals, and vacancies.
- Work with legal staff to resolve licence violations and evictions.
- Manage eviction processes when needed.
- Collect rents, deposits, and process transactions.
- Provide postal management for clients at Hamlet House.
- Handle complaints, enforce rules, and address community concerns.
- Inspect property, supervise cleaning, linen, and laundry.

- Develop and manage building and capital improvement budgets.
- Organise and attend property meetings and training.
- Keep records and present them to Rainbow Centre meetings as needed.
- Ensure all client data in Inform is up to date. Accurate records must support DWP housing payments and comply with partner requirements.
- Recruiting and supporting concierge and cleaning staff, and also organising their rotas.

The Housing Officer position is integral to supporting the Rainbow Centre's objectives and values. The line manager may assign additional responsibilities as necessary to further the organisation's mission.

Knowledge and Experience

- Proven work experience as a Housing Officer or similar role
- Knowledge of Supported Housing laws and regulations
- Proficiency in property management
- Awareness of the challenges in the homelessness sector, population needs, and support options for individuals facing long-term homelessness is desirable.
- Project management experience is essential. Ability to set and meet clear targets, track outcomes, and collaborate with others to achieve results.
- Experience in developing and maintaining effective administration, evaluation and monitoring systems and preparing reports.

Skills and Abilities

- Ability to interact and liaise with a variety of stakeholders, including clients, maintenance staff, HSS team and the public.
- Good administration and communication skills, including competence in Microsoft Office applications, and Inform, our CRM database.
- Ability to manage and supervise staff
- Excellent organisational and multitasking abilities
- Good educational background with excellent literacy and communication skills. (Essential)
- Basic maintenance (Handyperson) skills are desirable.
- Self-motivated, able to use initiative and work on a self-directed basis, yet also proactive, flexible, and a team player.
- Empathy and the ability to support vulnerable people from disadvantaged, marginalised, or socially excluded backgrounds.
- An understanding and empathy with the Christian ethos of honesty, trust and respect.