



Role Profile

Role:	Accommodation Manager
Term:	Permanent
Salary:	38 - 40k
Responsible to:	Chief Executive Officer
Responsible for:	Accommodation Team Leader/Housekeeper & Maintenance officer
Pension:	6% employer contribution
Health:	Cash Plan Health Scheme and Health & Wellbeing Assistance Programme
Hours:	37.5 hours per week
Annual Leave:	30 days (inclusive of birthday) plus 8 bank holidays

Pdap has been delivering services to victims of domestic abuse for 50 years through our emergency accommodation and community outreach services. We are a values-led organisation, and we believe that everyone has a right to live a life free from fear and abuse. We offer safe, effective and high-quality support to all those experiencing domestic abuse. Our flexible, inclusive and responsive services are shaped by our clients, with a focus on ensuring safety and supporting their path to recovery. The Accommodation Manager post will play a key role in the delivery of our mission and offers an exciting opportunity for the right candidate to be part of the continuing growth and development of our safe accommodation services.

Key aspects of the role

- To ensure the effective management of Pdap safe accommodation services. We currently have 3 refuge sites across Kirklees and a combined bed space of 23, with plans for further expansion in 2027.
- To provide regular line management and development opportunities to your team and ensure they are adequately supported on a day-to-day basis.

- To be responsible for accommodation contract compliance and maintain effective relationships with our partners and commissioners in Kirklees.
- Develop and maintain excellent links with our accommodation landlords ensuring they are kept up to date with any concerns, areas for development and opportunities for growth at each site.
- To ensure our buildings and support services meet all legal regulations (e.g. Health & Safety/ HMO licencing conditions & Safeguarding).
- Lead on the implementation and compliance of our Leading Lights accreditation within our accommodation team.
- To work with the CEO to contribute to Pdap Strategic Planning, including opportunities for further development and expansion of our safe accommodation services.
- To educate and inform the public and other professionals; raising awareness, increasing understanding of domestic abuse and improving the multi-agency response in Kirklees.
- To ensure Pdap values are central to delivery of all services including that our homes are fit for purpose as welcoming places for our families to live.
- To ensure that the views of those with lived experience of domestic abuse are at the core of the work Pdap carries out and that they inform and shape the development of new services

Oversight of high quality service delivery

- To develop and implement policies and procedures relating to the accommodation service ensuring they are kept up to date and in line with current legislation.
- Embed accreditation requirements throughout service management and delivery.
- Monitor and evaluate the service, producing accurate data reports as and when required for commissioners, CEO and the Board of Trustees.
- Support the accommodation team in providing a safe, secure and welcoming environment for victims of domestic abuse.
- To ensure that our commitment to inclusion, equity and diversity is embedded across all aspects of employment and service delivery.
- To ensure our accommodation services are delivered and adequately resourced in line with the DA Act and the LA Statutory Duty requirements, identifying any gaps in delivery and working with the CEO and commissioners to address these.
- Take part in the out of hours (back up) on call management rota.

Supporting our Staff

- To lead on the recruitment, induction and deployment of accommodation staff, volunteers and student placements ensuring effective cover across all sites.
- To provide regular supervision, support and development opportunities to the accommodation team leader, maintenance officer and housekeeper.
- Oversee training and development opportunities for accommodation staff, empowering them to develop their skills and knowledge whilst being managed with a fair and consistent approach.
- Act as Safeguarding Lead for Accommodation services.
- Promote and foster good working relationships between all Pdap staffing teams.

Working with our Partners

- To represent the values of Pdap in all our external partnership working.
- To represent Pdap at a strategic level including attendance at and chairing meetings, attending advisory groups and influencing how stakeholders respond to domestic abuse.
- To develop and maintain good positive working relationships and referral pathways with relevant agencies and professionals.

- To liaise with universities and external tutors in relation to student placements.
- Foster positive relationships with our commissioners, landlords and funders.

Finance & Administration

- To oversee and deliver agreed budgets relating to the accommodation service.
- To assist the Finance Director with setting annual budgets.
- To be responsible for the effective operation of accommodation services, ensuring that all resources, assets and monies are always properly accounted for.

Promoting equity, diversity & inclusion

- Regularly review service level accessibility data and update the EDI action plan with actions to address these.
- Actively and appropriately challenge all forms of discrimination.
- Proactively promote equity, diversity and inclusion in all work with clients, ensuring fair access to services for all.

Other

- Flexible working hours according to the needs of the project.
- Evening and weekend work may sometimes be required.
- Annual leave and time off in lieu to be taken at times to meet the requirements of the organisation, and with the prior agreement of the COO.
- The role will predominantly be based across our accommodation sites or at our main office.
- As our sites are across Kirklees, use of a car is desirable
- Please note this post is restricted to women due to the nature of the role. The Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.

Person Specification

Skills & Experience	Essential/Desirable
Experience of managing a HMO or similar supported housing service	Essential
Significant experience in a line management role	Essential
Ability to identify areas of development for staff and support them to improve their practice	Essential
Experience working in Domestic abuse or aligned sector such as substance misuse, housing, mental health, social care etc	Essential
Experience of working in the third sector	Desirable
Ability to work independently and within a team, to plan and manage a complex workload, meet deadlines, problem-solve and respond to unplanned demands	Essential
Ability to analyse data to identify gaps, and actions and write high quality reports and action plans	Essential

Proven track record translating strategy into operational delivery	Essential
Be able to demonstrate excellent literacy and IT skills, including case management systems, Word, Outlook and Excel.	Essential
Experience & confidence delivering presentations/ training and talks to a wide range of audiences	Essential
Ability to build and maintain strong partnership relationships with landlords, contract managers and commissioners	Essential
Able to demonstrate strong professional boundaries and maintain confidentiality	Essential
Knowledge	Essential/Desirable
Sound understanding of domestic abuse and VAWG	Essential
Knowledge of charity governance and financial management	Desirable
Understanding of the full range of housing management responsibilities including preventing rent arrears, supporting safe and planned transitions to permanent housing, health and safety, and the housing, legal and welfare rights of those experiencing domestic violence	Essential
Understanding of commissioning requirements and contract compliance	Essential
Understanding of housing legislation in relation to the delivery of supported housing and HMOs	Essential
Excellent understanding of quality assurance including Leading Lights or equivalent accreditation	Desirable
Commitment to working in partnership and building strong relationships with stakeholders	Essential
Excellent understanding of and commitment to equity, diversity and inclusion	Essential