

Knowes HA – Senior staff CV

Name	Martin Harvey
Post held at Knowes HA	Housing Manager
Tenant/Owner	n/a
Qualifications held	Master of Arts Degree Post Graduate Diploma in Housing Studies Associate Member of the Chartered Institute of Housing.
Date commenced at Knowes	October 2017
Description of present duties	I lead a team of 3 Housing Officers, an Allocations Officer and a Housing Assistant. We manage all tenancy related issues other than repairs, this means we are responsible for rent and managing arrears, Allocations, Voids, ASB and Estate Management. In addition to leading the Housing team I have the responsibility of organising and facilitating the Housing Sub Committee providing reports on monthly and quarterly performance and ensure that good governance is the primary aim of the members when facilitating the group. I monitor performance across the Housing team to measure against our KPI's. I have a responsibility as part of the senior management team to determine strategic aims and objectives and in the development in the Associations business plan.

Employment history:-

Organisation	From:-	To:-	Post held and description of duties
Queens Cross Housing Association	2011	2017	Housing Services Manager- I was the Manager for the Housing Services team, managing 4300 properties and 31 staff members. I was responsible in leading all Housing Services activities including our Welfare Rights Team.
Queens Cross Housing Association	2003	2011	Assistant Neighbourhood Manager- Dealing with operational aspects of the work of 2 Neighbourhood housing teams dealing with rent accounts, allocations, estate

			<p>management and managing complaints.</p> <ul style="list-style-type: none"> • To assist in the preparation and drafting of reports, policies and procedures, standard documentation, and the provision of statistics for internal and external users as required by the Neighbourhood Housing Manager, • Act as Lead Liaison officer to external partners such as the Homeless Casework Team to manage Section 5 Referrals, Police and Social Work.
West of Scotland HA	2002	2003	Temporary Senior Housing Officer-Managed staff in a local office dealing with a sheltered complex and manage the day-to-day tasks such as rent accounts, ASB, allocations, estate management and managing complaints.
Cube HA	2000	2002	Housing Officer - Main duties were to manage hard to let multi-storey properties in a generic role dealing with arrears and debt recovery, allocations, estate management, anti-social behaviour and tenancy management.
Southdeen Housing CO-OP	1997	2000	Housing Officer - Generic role working for a community based Co-op in Drumchapel managing approximately 350 properties. Main tasks were arrears management, allocations, estate management, dealing with anti-social behaviour.
Kyle & Carrick District Council	1994	1997	Housing Officer - I managed a large housing area of Ayr and a couple of outlying villages. This was a Generic role managing arrears, allocations, estate management and complaints