Housing Lead Hartlepool

Reporting to

- Chief Executive Officer (CEO).
- Future reporting line to the Senior Housing & Community Support Manager.

Hours and location

- 37.5 hours per week.
- Hartlepool based, with flexibility to cover County Durham and future service areas during staff absence, operational pressures or organisational expansion. Occasional evening and weekend work may be required.

Direct reports

- Housing Management Worker
- Supported Housing Worker
- Future housing and accommodation staff

Job purpose

Provide operational leadership for Cornerstone's housing and supported accommodation services, including First Steps, supported housing and move-on accommodation. Lead on housing operations, tenancy management, safeguarding, property standards, landlord liaison and accommodation management while working alongside the Senior Housing & Community Support Manager to ensure compliance frameworks and regulatory requirements are maintained.

Operational leadership and accommodation management

Lead First Steps and supported accommodation services; oversee referrals, admissions, placements and move-ons; manage occupancy and voids; oversee move-ins and move-outs; make operational decisions regarding risk and accommodation suitability; support service mobilisation and expansion.

Housing management and tenancy enforcement

Manage tenancy and licence agreements; lead on warnings, antisocial behaviour, neighbour complaints and evictions; support tenancy sustainment; ensure decisions are evidence-based and recorded correctly.

Property, landlords and compliance
Act as main contact for landlords and contractors; manage escalated repairs and maintenance; support with identifying and assessing new properties; ensure property files are created and maintained; oversee compliance relating to fire, gas, electrical, legionella, emergency lighting, alarms, HMO standards and health and safety; monitor compliance trackers and escalate high-risk issues.

Safeguarding and risk management
Lead on safeguarding concerns; oversee risk assessments and safety plans; support staff with complex cases; liaise with police, probation, health and local authorities.

Housing benefit and exempt accommodation
Maintain knowledge of exempt accommodation and housing benefit requirements; liaise with housing benefit teams; ensure support arrangements meet exempt accommodation standards.

Staff leadership
Line manage staff; complete supervisions and appraisals; allocate workloads; identify training needs; monitor attendance and performance.

Partnership working
Develop relationships with landlords, local authorities and partner agencies; attend meetings and forums; work closely with the Homeless Response Lead.

Essential experience
Minimum three years' experience in housing, supported housing, homelessness or exempt accommodation; experience of housing compliance, landlord management, tenancy enforcement, safeguarding and staff supervision.

Essential knowledge
Knowledge of fire, gas, electrical, legionella and HMO requirements; tenancy law; exempt accommodation; housing benefit; safeguarding and risk management.

Desirable

CIH qualification level 4 or equivalent; leadership qualification; knowledge of registered-provider standards; experience of service development and expansion; experience using In-Form.

Other requirements

Full UK driving licence and access to a vehicle; enhanced DBS; commitment to professional development and flexible working.