

Housing Assurance and Quality Manager

Person Specification

We will use these criteria to assess your suitability for the job.

Essential

1. Educated to a degree level or equivalent professional experience in housing, governance, regulation, policy, quality management, public administration or a related field.
2. Evidence of continuing professional development relevant to housing services or leadership. Hold, or be willing to work towards, a Chartered Institute of Housing (CIH) Level 4 qualification.
3. significant experience of leading or managing housing assurance, quality, governance, policy, performance, risk or regulatory compliance functions within a large or complex organisation.
4. Experience of leading service improvement or organisational change, including implementing revised policies, processes or controls and evaluating their effectiveness.
5. Advanced knowledge and understanding of housing legislation, statutory duties and regulatory frameworks relevant to social and private sector housing, including the Regulator of Social Housing's Consumer Standards, the Housing Ombudsman Complaint Handling Code, Awaab's Law, building safety requirements and emerging housing regulation.
6. Significant experience of developing, reviewing and embedding housing policies and procedures, translating complex legislation, regulatory

requirement and sector guidance and residents' needs into clear organisational requirements and operational practice.

7. Significant experience of designing, implementing and leading effective performance, quality, governance, risk and assurance frameworks, including analysing complex compliance and service information and using data, audit findings and resident feedback to identify risks, address gaps and drive continuous improvement.
8. Experience of acting as a key liaison with regulators, auditors, inspection bodies or Ombudsman services, including coordinating evidence, responding to scrutiny and monitoring regulatory or improvement action.
9. Demonstrable ability to build and maintain effective relationships with senior officers, elected members, residents, regulators and external partners, supported by highly developed written and verbal communication, influencing, negotiation and presentation skills.
10. Experience of leading and developing multi-disciplinary teams, managing staffing, financial and other resources effectively, and fostering a culture of accountability, continuous learning and high performance.
11. Strong commitment to equality, diversity and inclusion, resident-centred service delivery and embedding resident voice, experience and feedback within assurance, quality, policy and service improvement arrangements.
12. Ability to work flexibly and attend meetings outside normal working hours where required.

Desirable

1. Experience of representing an organisation at regional or national professional or sector forums and contributing to sector learning or best practice.

2. Membership of, or active engagement with, a relevant professional body such as the Chartered Institute of Housing or an equivalent body
3. Experience of contributing to corporate transformation programmes, regulatory improvement plans or organisation-wide change initiatives

Our Values

Do you share our values of **proud**, **fair**, and **ambitious**?