

Housing Assurance and Quality Manager

Reports to: **Head of Service - Housing Governance and Assurance**
Direct reports: **TBC**

Evaluation: **669 points**
Grade: **N10**
Reference: **A5757**

Purpose

To lead and manage the teams, with a focus on overseeing social and private sector housing policy development, governance frameworks, and performance reporting. The role ensures robust internal controls are in place to provide assurance to senior leadership, elected members, and external regulators, supporting compliance with all relevant statutory and regulatory requirements.

Main Duties

These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.

1. Work in partnership with the Head of Service to design, deliver, and maintain effective governance frameworks, ensuring clear assurance reporting to Cabinet, Scrutiny, and external regulatory bodies (e.g. Regulator of Social Housing, Housing Ombudsman, Building Safety Regulator).
2. Develop and embed robust systems for governance, risk management, and assurance to support timely, accurate reporting against statutory, regulatory, and corporate requirements.
3. Support the development, implementation, and review of Housing policies, ensuring alignment with current legislation (including Awaab's Law, Renters' Rights Act, and Consumer Standards) and resident needs. Ensuring policies are regularly reviewed, updated, and embedded across services

4. Maintain awareness of emerging legislation, regulatory changes, and sector best practice to provide assurance that service delivery meets regulatory expectations and statutory duties.
5. Lead on performance monitoring frameworks, using data and insight to drive continuous improvement. Identify risks, gaps, and opportunities for service enhancement and ensure appropriate action is taken.
6. Lead, develop, and manage the Assurance and Quality team, fostering a culture of accountability, continuous learning, and high performance and allocate resources effectively to meet service and financial objectives.
7. To support a culture where colleagues are empowered to make informed, customer-focused decisions rooted in evidence, data and strategic purpose. Promote transparency, accountability, and strong governance in decision-making processes.
8. Build effective relationships with senior officers, elected members, and key external partners.
9. Act as a key liaison with regulators, auditors, and inspection bodies.
10. Represent the Council at regional and national forums as required, contributing to sector learning and best practice in housing governance and assurance.
11. Contribute to corporate programmes, transformation initiatives, and regulatory improvement plans.
12. Ensure resident voice and feedback are embedded within assurance and quality processes.
13. To promote and implement our Equality policy in all aspects of your employment.

14. To help maintain a healthy, safe, and secure environment and to adhere to our policies and procedure.