

# Housing Options Manager

## Person Specification

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

### Essential

1. Significant experience of managing and leading teams within housing options, housing management, social housing or related services.
2. Proven ability to lead, motivate, develop and performance manage staff, creating a culture of accountability, continuous improvement and customer focus.
3. Experience of managing housing registers, housing applications or similar housing needs services, ensuring services are fair, transparent and compliant.
4. Excellent knowledge of housing legislation, housing allocations, housing need assessment and statutory responsibilities relevant to housing services.
5. Experience of operating within complex regulatory and governance frameworks, including Housing Regulation standards, Ombudsman expectations, safeguarding, equality and data protection requirements.
6. Experience of making, reviewing and overseeing complex housing decisions, applying policy and exercising sound professional judgement.
7. Excellent verbal and written communication skills, with the ability to influence, negotiate and build effective relationships with partners and stakeholders.

8. Ability to analyse complex information, interpret performance and housing data, identify risks and trends, and provide clear recommendations to inform service improvement.
9. Proven ability to implement policies, procedures and service improvements whilst ensuring consistency, fairness and compliance.
10. Experience of working collaboratively within multi-agency partnerships to achieve positive outcomes for residents.
11. Experience of budget management, resource planning and delivering services efficiently whilst achieving performance targets and value for money.

## Desirable

- Professional qualification in Housing, Management, Leadership, Public Administration or a related discipline.
- Experience of managing specialist housing functions, including housing needs assessments, medical priority assessments, domestic abuse pathways, Occupational Therapy services or supported housing processes.
- Knowledge of the Regulator of Social Housing Consumer Standards, Housing Ombudsman Complaint Handling Code and current developments within social housing policy and regulation

## Additional Requirements

- Ability to work flexibly to meet the needs of the service.

## Our Values

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