

Lead Manager Tenancy Services

Reports to: Assistant Director of Housing Services
Direct reports: Staff as allocated

Evaluation: **679** points
Grade: **N11**
Reference: **A5805**

Purpose

To provide strategic leadership and direction for tenancy services, ensuring the Council delivers effective, sustainable and customer focused housing outcomes that support communities, meet organisational priorities and fulfil its responsibilities.

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. To lead a multi-disciplinary tenancy service, including tenancy and estate management, income collection, voids & allocations, tenancy enforcement and tenancy sustainment support.
2. To lead, manage and develop high-performing teams, fostering a culture of accountability, continuous improvement and person-centered outcomes.
3. To ensure the effective delivery of housing services, enabling tenants to sustain their tenancies, maintain safe and stable homes, and access appropriate support where required.
4. To manage services in line with all statutory and regulatory frameworks, ensuring full compliance with Housing Regulation, Housing Ombudsman requirements, Building Safety regulation, and all relevant legislation and corporate governance standards.

5. To understand the diverse needs of vulnerable residents and drive service improvements to meet these needs.
6. To provide effective financial and resource leadership, ensuring budgets are managed responsibly, resources are optimised, and value for money is achieved.
7. To oversee service performance frameworks, ensuring consistent standards, accurate data management, and evidence-based reporting to inform decision making and governance.
8. To lead the development and implementation of strategies, policies and operating models, ensuring services are aligned to council priorities, responsive to demand and support ongoing transformation.
9. To work collaboratively with colleagues across and outside the directorate, ensuring the delivery of joined-up services that improve outcomes for residents and communities.
10. To ensure the health, safety and wellbeing of residents, complying with all relevant policies and procedures.
11. To lead strategic partnership working and governance, building effective relationships across the Council and with external agencies, championing professional standards, equality and inclusion, and providing senior management oversight.
12. To promote and implement our Equality policy in all aspects of your employment.
13. To help maintain a healthy, safe, and secure environment and to adhere to our policies and procedure.