

Lead Manager – Tenancy Services

Person Specification

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

Essential

1. Educated to degree level (or equivalent experience) within social housing or a related field and able to demonstrate a commitment to professional development, including holding or be willing to immediately work toward Chartered Institute of Housing (CIH) Level 4 qualification.
2. Demonstrable understanding of social housing services including tenancy management, income collection and tenancy support, and the ability to manage a multi-disciplinary team.
3. Significant experience of leading and managing front line housing services within a local authority, housing association or comparable regulated environment.
4. Commitment to delivering person-centred, trauma-informed services, with a strong understanding of equality, diversity and inclusion, ensuring residents receive accessible, equitable and responsive support.
5. Proven ability to lead, motivate and develop high-performing teams, promoting a culture of accountability, customer focus and continuous improvement.
6. Experience of leading service improvement, transformation or change programmes that have improved customer outcomes, performance and service accessibility.

7. Experience of managing budgets, resources and workforce planning responsibilities, ensuring effective use of resources and value for money.
8. Comprehensive knowledge of housing legislation, regulatory requirements and landlord responsibilities, with the ability to translate these into effective operational practice.
9. Experience of using performance data, insight and intelligence to drive decision-making, improve service delivery and ensure accountability.
10. Strong communication, influencing and partnership-working skills, with the ability to build effective relationships with residents, colleagues, elected members and external partners.
11. Demonstrable experience of safeguarding responsibilities and risk management in relation to vulnerable clients.
12. Must be prepared to work out of hours when required, including participating as required in the directorate out-of-hours rota, to provide guidance & support to the Out of Hours Manager and escalate as necessary to the Major Incident Duty Officer.

Desirable

1. CIH Level 4 qualification or equivalent professional housing qualification.
2. Experience of regulatory inspection, Housing Ombudsman investigations or compliance.
3. Current, clean driving licence or access to mobility support.

Our Values

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