

Housing Revenue and Contract Manager

Reports to: **Head of Service - Housing Governance and Assurance**
Direct reports: **5 (subject to review)**

Evaluation: **682 points**
Grade: **N11**
Reference: **A5758**

Purpose

To lead and oversee the Council's approach to Housing Revenue Account (HRA) charges, including rent and service charge setting, leaseholder services, and oversight of HRA-funded service agreements and district heating regulation and accountancy.

The role is accountable for ensuring that all charging and contractual arrangements are legally compliant, financially robust, and transparently applied, supporting the long-term sustainability of the HRA and delivering assurance against regulatory standards.

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, OFGEM).
2. Lead the annual rent and service charge setting review process, and other cost recovery mechanisms, ensuring compliance with the relevant legislation, Rent Standard, statutory requirements, and Council policy. Ensuring relevant policies are regularly reviewed, updated, and embedded across services.
3. Long term planning of significant financial income and expenditure budgets.

4. Provide leadership, develop, and manage operational teams, fostering 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.
5. Lead on reporting on contractual compliance, audits, inspections and regulatory improvement actions including monitoring of ongoing performance, periodic service reviews and customer service improvements.
6. Lead on performance monitoring frameworks, using data and insight to drive continuous improvement. Identify risks, gaps, identifying opportunities for service enhancement and ensure appropriate action is taken.
7. Maintain awareness of emerging legislation, regulatory changes, and sector best practice to provide assurance that service delivery meets regulatory expectations and statutory duties.
8. Build effective relationships with relevant departments, senior officers, elected members, and key external partners.
9. Act as a key lead 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 service delivery and 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.