

Housing Revenue and Contract Manager

Person Specification

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

Essential

1. Educated to a degree level or equivalent professional experience in Housing, financial management or a related field.
2. Evidence of continuing professional development relevant to housing services or leadership. Hold, or be willing to work towards, a Chartered Institute of Housing (CIH) Level 4 qualification.
3. Significant experience and strong technical knowledge of housing revenue, rents, service charges, leaseholder charges and cost-recovery arrangements, including financial planning, budget monitoring, resource management and securing value for money
4. Comprehensive understanding of relevant housing legislation, regulatory requirements, and the Regulator of Social Housing's Rent Standard.
5. Proven ability to analyse complex financial, operational and performance information, identify risks and areas for improvement, and translate findings into clear recommendations and actions.
6. Experience of leading service improvement or organisational change, including implementing revised policies, processes or controls and evaluating their effectiveness.

7. Significant experience of overseeing contracts or service agreements, including establishing performance requirements, monitoring compliance and addressing underperformance.
8. Strong understanding of risk management, assurance frameworks, audit requirements, and internal controls.
9. Demonstrable ability to build and maintain effective relationships with senior officers, elected members, residents, contractors and external partners, supported by excellent written and verbal communication, influencing and negotiation skills.
10. Experience of leading multi-disciplinary teams and developing a high-performance culture.
11. Strong commitment to equality, diversity, inclusion, and delivering high-quality, resident-focused service and engagement.
12. Ability to work flexibly and attend meetings outside normal working hours where required.

Desirable

1. Experience of working with or responding to regulators, auditors, inspection bodies, or Ombudsman investigations.
2. Knowledge or experience of district heating, heat network regulation, utility charging or the financial and regulatory management of communal energy service
3. Experience of representing an organisation at regional or national professional or sector forums

Our Values

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