Northumberland County Council

Job Description

Senior Manager - Compliance

Reference: LG014
Date: Oct 2026

Job Family:	**Legal and Governance/Licensing, Enforcement and Compliance**
Level:	**4**
Band:	**12**
Career Track:	**Senior managerial**

Job Purpose

Provide strategic leadership, direction and accountability for the Council's Housing Standards services, including Housing Environmental Health and Private Sector Housing, setting service priorities and ensuring effective regulatory, enforcement and improvement activity. Lead the development of housing standards strategy, policy, regulatory frameworks and service transformation, ensuring effective governance, statutory compliance, resource management and service performance to protect public health, improve housing conditions and deliver positive outcomes for residents and communities.

Duties and Responsibilities

Corporate Leadership and Strategic Direction

- Provide strategic leadership and direction for Housing Standards services, setting service priorities and ensuring alignment with Council priorities, statutory responsibilities, public health objectives and housing strategies, with accountability for service performance and an establishment of approximately 21 FTE.
- Serve as a member of the Directorate Management Team, contributing to the development and delivery of Directorate priorities, strategic planning, organisational performance, resource allocation and transformation, and ensuring Housing Standards priorities, risks and regulatory requirements are reflected in wider Directorate decision-making.

Service Leadership and Workforce Development

- Provide strategic leadership through senior managers and professional leads across Housing Environmental Health and Private Sector Housing, with accountability for service performance, workforce planning, capability, succession planning, professional development and organisational resilience across an establishment of approximately 21 FTE, creating a high-performing, inclusive and accountable service culture.

Regulatory Compliance, Governance and Assurance

- Set the strategic direction and priorities for Housing Standards, Environmental Health and associated regulatory enforcement activity, ensuring effective implementation of legislation, professional standards and statutory obligations and accountability for regulatory performance and service outcomes.
- Act as the senior responsible officer for housing standards governance, regulatory assurance, risk management and compliance across the authority, establishing appropriate controls and assurance arrangements and ensuring effective management and escalation of significant strategic, statutory and regulatory risks.
- Lead the development, interpretation and implementation of strategic regulatory frameworks, enforcement policies, governance arrangements and assurance mechanisms, determining appropriate service responses to legislative and regulatory change and ensuring proportionate management of regulatory risk.
- Act as the Council's lead professional adviser on complex and sensitive housing standards, regulatory compliance and enforcement matters, providing authoritative advice to senior officers, elected members and strategic partners on legislative requirements, regulatory risk, enforcement options and their implications for the Council and its communities.

Strategy, Transformation and Service Improvement

- Lead and be accountable for the development, implementation, performance and review of Housing Standards strategies, regulatory policies and service plans, translating legislation, regulatory requirements, intelligence and Council priorities into long-term strategic direction and measurable service outcomes.
- Drive service transformation, innovation and continuous improvement programmes that enhance performance, customer outcomes and value for money.
- Interpret complex regulatory intelligence, housing data, research and performance information to identify emerging strategic risks, trends and opportunities, using the evidence to determine service priorities, shape regulatory policy and inform strategic decision-making.

Partnerships and Community Outcomes

- Lead the Council's strategic engagement with Gypsy, Roma and Traveller communities, promoting inclusion, access to services and positive community outcomes.
- Develop, lead and sustain strategic partnerships with regulators, health partners, housing providers, enforcement agencies and community organisations, negotiating shared priorities and coordinated regulatory and service responses to improve housing and public health outcomes.
- Represent the Council with authority at local, regional and national forums, influencing regulatory policy, professional practice and strategic collaboration and advocating for Northumberland's housing standards and regulatory priorities.

Resources, Finance and Performance

- Hold accountability for revenue budgets, capital programmes, external funding streams, contractual arrangements and associated service resources valued at £1,251,578, determining resource priorities and ensuring effective financial management, statutory compliance, value for money and sustainable deployment of resources in support of Housing Standards priorities.
- Set and assure service performance and regulatory standards across Housing Standards services, holding managers to account for delivery and using performance, financial, regulatory and customer insight to determine priorities for intervention, improvement and service redesign.
- Develop and present complex business cases, strategic recommendations and options appraisals to senior leadership teams, elected members and committees, evaluating financial, regulatory, service and risk implications and recommending appropriate courses of action.

Person Specification

Professional and Technical Requirements

Qualifications

- Level 6 qualification in Environmental Health, Housing, Regulatory Services, Public Health, Environmental Management or a related discipline, or equivalent senior professional experience.
- Evidence of ongoing professional development relevant to housing standards, environmental health, enforcement or regulatory services

Knowledge, Skills and Experience

- Extensive knowledge of housing legislation, regulatory requirements and enforcement frameworks including the Housing Act 2004, HHSRS, licensing regimes, civil penalties and associated regulatory powers.
- Knowledge of the Renters Rights Act 2025 and emerging developments affecting housing regulation, enforcement and housing standards services.
- Significant senior management experience of leading complex housing standards, environmental health, regulatory services or related functions, with accountability for service performance, people and resources.
- Extensive experience of developing, interpreting and implementing strategic housing policies, regulatory and enforcement frameworks, including determining effective organisational responses to legislative and regulatory change.
- Experience of managing significant budgets, contracts, resources and service performance frameworks.
- Experience of leading regulatory investigations, enforcement activity and associated governance requirements.
- Experience of working with elected members, regulators, housing providers, health partners and community organisations.
- Knowledge of information governance, data management and statutory reporting requirements relevant to housing services.
- Experience of using evidence, performance information and intelligence to inform service planning and strategic decision making.

- Experience of leading organisational change, service transformation or improvement programmes within a regulated environment.

Core Competency Requirements

- **Communication**: Shapes messaging to support service delivery and stakeholder engagement. Influences decisions and builds shared understanding in complex environments.
- **Collaboration**: Develops strategic partnerships with public, private, voluntary, and community sectors to deliver council priorities.
- **Service Delivery**: Oversees service delivery aligned to council priorities. Leads transformation, manages risk, and applies strategic thinking to maximise outcomes and ensure cost effectiveness.
- Decision-Making: Applies strategic judgement to optimise resources and deliver meaningful outcomes.
- **Digital & Data Literacy**: Uses data for strategic planning and innovation. Applies digital solutions to improve services and manage risk. Interprets complex datasets to inform service design and policy.
- **Adaptability**: Anticipates future trends and prepares services for change. Embeds continuous improvement practices and supports teams to adapt and innovate.
- **Problem-Solving**: Solves complex service delivery challenges using evidence and insight to redesign ways of working and drive innovation.
- **Community & Customer Focus**: Aligns services with community priorities and customer expectations, ensuring representation and accessibility.
- **Leadership**: Coaches and delegates to drive performance and service delivery. Leads programmes and actively plans for succession and talent development.
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Strengths

Efficient – You convert resources into results in the most efficient and cost-effective way
Strategic - You look at the big picture. You consider the wider factors and long-term implications of decisions
Analytical - You seek and analyse information to inform your decisions, based on the best available evidence.
Responsible - You take ownership for your decisions. You hold yourself accountable for what you have promised
Service Focused - You look for ways to serve customers putting their needs at the heart of everything you do.

Desirable

- Membership of a recognised professional body relevant to Environmental Health, Housing or Regulatory Services.
- Environmental Health Registration Board (EHORB) certification or equivalent professional accreditation.
- Experience of operating within local government housing services or similar large-scale public sector regulatory environments.