Northumberland County Council

Job Description

Senior Housing Lead

Reference: CS037
Date: October 2026

Job Family:	**Community Services/Tenant Management and Support**
Level:	**3**
Band:	**10**
Career Track:	**Technical, Professional and Managerial**

Job Purpose

Overall, the Housing Service Delivers the Council's place shaping role in promoting an appropriate, good quality housing offer across the County. This involves Managing and maintaining the dedicated housing stock of circa 8,000 properties for Council tenants and leaseholders as well as securing the provision of decent homes for all residents and to create healthy sustainable communities across the County. In doing all this by also supporting those with a range of specific needs including the elderly, young and homeless people.

Duties and Responsibilities

Neighbourhood & Tenancy Management

- Lead and oversee tenancy and neighbourhood management across Council housing, ensuring tenancy conditions are consistently applied and cases involving tenancy breaches, succession, assignment, mutual exchange, unauthorised occupation, nuisance and other tenancy matters are managed lawfully and effectively.
- Provide management oversight of low level anti-social behaviour and tenancy enforcement casework, ensuring proportionate investigation, evidence gathering, risk assessment, early intervention and use of appropriate tenancy and legal remedies in partnership with relevant services.
- Promote a visible, proactive neighbourhood management approach that identifies tenancy risk and anti-social behaviour early, supports tenancy sustainment and ensures escalation to legal action is evidence-based, proportionate and appropriately authorised.

Older Persons & Specialist Housing

- Lead the delivery of sheltered housing and relevant specialist housing services, ensuring service standards support the safety, wellbeing and independence of residents.
- Oversee the management of communal environments and service delivery within sheltered and specialist housing, ensuring risks and operational issues are identified and addressed.

- Ensure services respond appropriately to the needs of older and potentially vulnerable residents, working with relevant partners where additional support or intervention is required.

People Management & Leadership

- Lead, manage and develop dispersed neighbourhood and older persons housing teams, setting clear expectations and ensuring effective supervision, performance management, attendance management, staff wellbeing and workforce development.
- Deploy staffing and operational resources effectively across geographical and service priorities, responding to demand, risk and performance pressures.
- Create a positive culture of accountability, collaboration, professional judgement, customer focus and continuous improvement.

Compliance, Governance & Risk

- Ensure tenancy management and enforcement practice complies with relevant housing law and regulation, including the Housing Act 1985, Housing Act 1996, Anti-social Behaviour, Crime and Policing Act 2014, Equality Act 2010 and Human Rights Act 1998, together with Council tenancy conditions, policies and procedures.
- Maintain effective oversight of complex tenancy and ASB cases, notices, possession action and other legal remedies, ensuring decisions are supported by clear records, evidence, proportionality considerations and appropriate legal advice.
- Lead the development, implementation and review of tenancy management, ASB and estate management procedures and standards so that frontline decisions are consistent, auditable, legally informed and defensible.

Performance, Data & Service Improvement

- Use performance information, case data, estate intelligence and resident feedback to identify trends, service risks and improvement priorities.
- Lead service improvement activity across neighbourhood and older persons housing, improving processes, customer pathways, digital working and the consistency of frontline delivery.
- Produce and quality-assure performance information and management reports to support scrutiny, assurance and evidence-based decision making.

Resident Engagement & Partnership Working

- Develop effective relationships with tenants, leaseholders, communities, elected members, internal services and external partners to support coordinated neighbourhood outcomes and responsive housing services.
- Ensure resident insight and feedback inform service standards, neighbourhood priorities and improvement activity.
- Represent the service at relevant internal and external forums and provide professional advice to senior managers and stakeholders on neighbourhood and older persons housing matters.

Resource Management

- Manage allocated staffing, financial and physical resources effectively, monitoring expenditure and ensuring resources are aligned to priorities and provide value for money.
- Manage relevant contracts and service arrangements within the scope of the role, maintaining appropriate performance, quality and governance oversight.

Person Specification

Professional and Technical Requirements

Qualifications

Level 5 Chartered Institute of Housing Qualification or equivalent or working towards this.

Knowledge, Experience & Skill

- Extensive knowledge and experience of social housing tenancy management, including tenancy conditions, tenancy breaches, succession, assignment, mutual exchange, unauthorised occupation, tenancy sustainment and possession-related casework.
- Applied knowledge of housing and tenancy law, including the Housing Act 1985, Housing Act 1996, Anti-social Behaviour, Crime and Policing Act 2014, Equality Act 2010 and Human Rights Act 1998, and the ability to apply legal and proportionality principles to tenancy enforcement decisions.
- Knowledge and experience of sheltered, older persons or specialist housing services, including the needs of older and potentially vulnerable residents and the management of communal housing environments.
- Demonstrable experience of leading and managing dispersed frontline teams and delivering outcomes through effective performance management, workforce development and resource allocation.
- Experience of developing, implementing and reviewing housing management policies, procedures, standards or service frameworks in a regulated environment.
- Significant experience of managing and quality-assuring complex anti-social behaviour and tenancy enforcement cases, including evidence assessment, warnings and notices, partnership interventions and escalation towards possession or other legal remedies. Experience of using performance data, customer insight and service intelligence to identify risk, monitor outcomes and drive service improvement.
- Applied knowledge of safeguarding, equality, data protection, information sharing, health and safety and risk management as they relate to housing services.
- Experience of leading change and continuous improvement across housing management processes, customer pathways or ways of working.
- Experience of managing staffing, financial and operational resources and contributing to budget control and value-for-money decisions.
- Experience of building effective partnerships with residents, communities, elected members, internal services and external agencies to achieve coordinated neighbourhood outcomes.
- Ability to provide clear professional advice, reports and assurance to senior managers and stakeholders on neighbourhood housing, older persons services, performance and risk.

Core Competency Requirements

- **Communication**: Communicates across services to influence outcomes. Adapts style across organisational contexts and manages sensitive communications.
- **Collaboration**: Facilitates collaboration across teams, services, and external partners to deliver joined-up solutions.
- **Service Delivery**: Aligns delivery with strategic priorities and maintains high performance. Improves services using innovation and effective use of resources to deliver value for money.

- **Decision-Making**: Balances risk and impact in decision-making across teams or projects.
- **Digital & Data Literacy**: Uses digital systems to manage performance and inform decisions. Applies ethical judgement and explores new data sources. Analyses complex data to improve service outcomes.
- **Adaptability**: Leads teams through change using structured approaches that support clarity and resilience. Builds team cohesion and sustains service culture during transitions.
- **Problem-Solving**: Enables collaborative problem-solving and challenges existing practices to address cross-service challenges.
- **Community & Customer Focus**: Applies community insight and customer feedback to shape responsive and inclusive services.
- **Leadership**: Aligns team capability and resources to deliver meaningful outcomes. Leads projects and services within areas of expertise and across disciplines.

Strengths

- **Visible leader** - provides clear direction and maintains a strong connection with frontline services and communities.
- **Inclusive** - listens to residents, colleagues and partners and values different perspectives.
- **Analytical** - uses evidence and insight to understand performance and prioritise action.
- **Problem solver** - makes proportionate decisions and finds practical solutions to complex housing issues.
- **Resilient** - maintains sound judgement and leadership through challenge, competing priorities and change.

Desirable

- Experience of managing sheltered, supported or other specialist housing services for older or vulnerable residents.
- Experience of contract, service-level agreement or commissioned-service management within a housing environment.