

## Job Description

### Senior Manager – Housing Development and Management (Housing Compliance and Assurance Manager)

**Reference: Z329**

**Date: February 2026**

**Job Family:** Property and Property Management  
**Level:** 4  
**Band:** 12

**Career Track:** Senior managerial

## Job Purpose

To provide strategic leadership and direction for the Housing Landlord Service, ensuring robust governance, regulatory compliance, and effective risk management. This includes leading and motivating a multi-disciplinary team responsible for performance, data management, complaints, tenant involvement, compliance, health & safety, and insight.

To be the lead Officer with primary responsibility for governance and compliance, with the objective of ensuring that the service meets the highest standards of excellence in governance and probity.

The Housing Compliance and Assurance Team will play a critical role in ensuring that the Housing Landlord function meet all the necessary legal, safety, and quality standards, thereby protecting tenants and managing risk.

The team achieves this by monitoring performance, managing data, and providing evidence to senior management, Elected Members and the Regulator of Social Housing in the that the Service is meeting all its statutory and regulatory obligations

## Service 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

### Leadership & Team Development

- Lead, inspire, and develop the Assurance and Compliance Team, ensuring effective performance management and continuous professional development.
- Identify staff development needs, conduct staff appraisals and arrange appropriate training and development to ensure continuous professional development.
- Support managers, and leads projects to enhance operational effectiveness

### **Regulatory Compliance & Governance**

- Provide expert guidance on regulatory compliance, policies, and legislation, acting as a trusted source of truth for critical information.
- Oversee compliance for the Council's housing stock (e.g., asbestos, electrical, fire safety, heating, lifts, water safety) and ensure statutory duties are met in line with all relevant consumer standards and social housing regulations across Housing Services.

### **Risk Management & Assurance**

- Manage and maintain the risk register, identifying, assessing, and mitigating risks across housing services.
- Lead internal audits and compliance assessments, implementing corrective actions and continuous improvement plans.
- Support the development and implementation of assurance frameworks to meet consumer standards and regulatory obligations and lead the response to building safety recommendations while promoting a strong safety culture.

### **Performance & Continuous Improvement**

- Develop, monitor and achieve performance targets and improvement plans with a focus on continuous improvement, value for money, and a strong and sustained performance culture within the service.
- Produce, analyse and report on performance management information, including compliance reporting and regulatory KPIs (e.g., tenant satisfaction measures).

### **Policy, Intelligence & Partnership Working**

- Develop systems for gathering and analysing intelligence on emerging policy themes and collaborate with partners to enhance data quality for strategic planning.
- Contribute to policy development and ensure alignment with regulatory requirements and the Council's vision.

### **Tenant Engagement & Service Quality**

- Develop and implement strategies to empower tenants in housing decisions to improve services, develop policy, and ensure tenant voices are heard through surveys, panels, and digital channels, focusing on engagement, performance monitoring, and capacity building for tenants.
- Lead on all complaint resolution, managing the team ensuring compliance, analysing trends for service improvement, and reporting performance, focusing on customer

satisfaction through effective procedures, training, and communication, liaising with the Housing Ombudsman and ensuring the service meets the requirements of the Ombudsman's Complaint Code

## Person Specification

### Professional and Technical Requirements

#### Qualifications & Knowledge

- Educated to degree level and a member of a recognised professional Body
- Knowledge and understanding of the diverse functions of a large complex public sector organisation and the relevant professional issues.
- Knowledge and thorough understanding of the requirements of the Regulatory Consumer Standards]
- Evidence of recent and relevant management / leadership training.
- Knowledge and understanding of relevant legislation, regulations, professional best practice and developments affecting the service.

#### Skills and Experience

- Ability to plan and organise a broad range of activities and formulate/adjust longer-term plans/strategies involving uncertainty which may impact upon multiple services across the council.
- Ability to provide high level analysis, interpretation and a comparison of a range of options based on evidence and policy.
- Effectively expresses views to influence/support/motivate staff, colleagues and decision-makers.
- Numerate and skilled at analysing/reasoning with complex policy and financial data.
- Able to apply own initiative to overcome day-to-day operational problems.
- Works cooperatively with customers/stakeholders, maintaining regular consistent and clear communications to achieve solutions.
- Keeps abreast of industry developments and applies knowledge to ensure a continuing cost-effective service.

### Core Competency Requirements

- **Communication** - Tailors communication to audience and context; supports team understanding.
- **Collaboration** - Coordinates with colleagues and partners to deliver shared goals and improve service outcomes.
- **Service Delivery** - Identifies and resolves service issues, improves processes, and ensures policy alignment.
- **Decision Making** - Applies evidence and professional judgement to inform decisions and enhance service outcomes.
- **Digital and Data Literacy** - Interprets data to inform decisions and improve service delivery.
- **Adaptability** - Adjusts approach responsively to evolving needs and priorities.
- **Problem Solving** - Analyses problems and applies knowledge to develop practical solutions and suggest improvements.

- **Community & Customer Focus** - Engages with service users and customers to improve delivery, ensure accessibility, and reflect diverse needs.
- **Leadership** - Supervises day-to-day activity and supports team development.

## 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

- Relevant certifications in fire risk and building safety (e.g., NEBOSH)
- Relevant qualifications Health & Safety Management
- Knowledge of local government corporate management systems.