

Job Profile

Job Title	Housing Manager		
Job Reference No.	HOMEJD404	Date of issue:	April 2026

The job in a **nutshell...**

Our Housing Managers are on the front-line to helping us to achieve our goals of providing safe homes and communities where people chose to live, and ensuring our income is maximisation in our rented and leasehold portfolio. It's about delivering impeccable customer service, achieving this by connecting stakeholders across and outside the business to make sure that we deliver our customer promise to our customers.

What **success** will look like...

Customers live in safe, well managed homes and feel proud of where they live. Tenancies across your rented and leasehold homes are stable, compliant and well maintained because housing management activity is handled consistently and to a high standard. Allocations, lettings, repairs, inspections, fire safety and income related activity all run smoothly, with issues picked up early and resolved before they escalate.

Anti-social behaviour is handled fairly, consistently and in line with policy, including noise nuisance. Customers feel listened to and supported, while communities feel calmer and safer as a result. Cases are managed proportionately, with clear records, appropriate action and good communication throughout. Where enforcement is needed, decisions are well evidenced and stand up to scrutiny.

You are visible and accessible in your patch, with a strong understanding of local priorities. Local area plans reflect what matters most to customers and lead to clear improvements. Customer satisfaction is strong because concerns are resolved quickly and complaints are handled fairly and effectively. Customers see you as an advocate who involves them meaningfully in consultations, including service charge discussions.

Customers with additional or specialist needs are identified early and supported to stay in their homes for as long as they need to. The right adjustments, aids or adaptations are put in place without delay through strong internal relationships. Where support sits outside our offer, customers are confidently signposted to external organisations, and safeguarding concerns are recognised, escalated and addressed promptly.

There is a joined up approach to serving communities because you work closely with colleagues and partners. Customer Service Centre, Maintenance, Health and Safety and external agencies are well connected, with clear ownership and swift resolution of issues. Queries are dealt with efficiently, delays are reduced, and homes remain safe, compliant and aligned with changing legislation and environmental priorities.

Decisions are informed by data and performance insight. KPIs are understood, monitored and used to spot trends, emerging risks and opportunities for improvement. Good practice is shared and lessons learned are applied. You balance attention to detail with a wider view of performance, ensuring services remain robust even when managing complexity or competing priorities.

Income is protected and maximised because rent and service charge arrears are tackled early and proactively. Customers understand their rights and responsibilities from tenancy sign up and are supported to sustain their tenancies. Voids are turned around quickly and former tenant debt is handed over appropriately, ensuring income can be reinvested into homes and communities.

Home Group is seen as a landlord of choice by customers, partners and stakeholders. New homes are let in line with targets through effective partnership with Development. External relationships with contractors, local authorities, police and fire services are strong and productive. Where applicable, teams feel supported and well led, or colleagues benefit from your subject matter expertise.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
We get where our customers are in their lives • Listening to customers to understand their needs. • Recognises each customer as different and adopt a personal approach. • Advocate for our customers regardless of who they are.	Tenancy management • Managing arrears, including early intervention and recovery action • Handling anti-social behaviour cases in line with policy and legislation • Managing different tenures, including shared ownership and sustaining tenancies
We are self-starters • Be well organised • Be proactive • Strive to get it right first time	Estate and property management • Managing void properties to minimise rent loss • Delivering allocations and lettings in line with policy • Supporting service charge consultation and setting
We have a win-win mentality	Customer focused housing services

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• Listen to what others want and need and consider this when deciding what to do. • Reach for the sky, be positive and solutions focused. • Takes ownership of joint issues and sees them through to resolution.	• Working directly with customers in a frontline housing role • Responding to enquiries, complaints and complex situations effectively • Delivering housing services that support safe homes and strong communities
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We'd also love you to have, or be **brilliant** at... (but don't worry if not)

• Experience of safeguarding vulnerable adults and children, including working with other agencies to put the right support in place • Flexibility to travel as needed, and confidence working across rented, supported and leasehold homes alongside your core rented portfolio • A full driving licence and access to your own vehicle • A Chartered Institute of Housing Level 3 qualification, or a willingness to work towards this • An interest in developing others, with a willingness to work towards a professional coaching qualification

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety. Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way. Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours. Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group. Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

Budget Holder	No	Budget value up to £	Enter value
Manages People	Yes	# of direct reports circa	1 to 3
Travel	Frequent	Driving Essential	Yes
DBS	Standard		

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