

Building homes,  
independence  
and aspirations



## Job Profile

Job Title	Senior Housing Manager		
Job Reference No.	HOMEJD970	Date of issue:	June 2026

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

You'll lead our committed and motivated team to provide safe homes and communities for our customers, maximising performance and income in our rented and leasehold portfolios. Acting as an escalation point for our Housing Managers, you'll support resolve complex cases and queries quickly and effectively. It's about managing successful relationships, analysing accurate regional performance data as well as gaining customer feedback to drive continuous improvement across the region, ensuring we deliver our customer promise.

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

Our customers have safe places to live, in a place they're proud to call home within a thriving community. This is achieved through leading our committed and motivated teams, creating a culture which engages and motivates colleagues to be the best that they can be and making it a great place to work.

Arrears, voids, and allocations are managed effectively and consistently across the team, and complex safeguarding, ABS cases and complaints are resolved quickly and effectively.

Cases are frequently reviewed, and lessons learned are shared with the team to promote continuous improvement. Relationships are effectively managed with residents' groups and associations by gaining feedback and using this to drive future improvement.

Housing Managers, CHA's, apprentices and neighbourhood assistants are successfully recruited, managed and supported within their roles. They're equipped and enabled to effectively deliver our customer promise. This will be achieved through setting clear objectives, coaching, mentoring and driving individual and team development, delivering valuable inductions and effectively managing probation.

Problems are solved quickly and effectively, and robust recommendations are provided to drive continuous process improvement.

Regional rented budgets are successfully managed, actively reviewed and reported on each month in collaboration with regional Finance Business Partners. This is achieved by preparing and presenting accurate and insight focussed data to senior management and measuring progress against key performance indicators.

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Contracted services are compliant with invoicing and budgets. This is achieved by leading on invoice reviews, PO's and ensuring budgets are up to date and accurate. Sharing knowledge with Housing Managers to support with understanding of Home Group's financial processes at a local level and drive efficiency.

Performance data is up to date and frequently reviewed at a regional and Housing Management level to identify key themes and trends across the region. This is achieved by analysing accurate performance data and presenting key findings to Operations Managers and Head of Service Delivery. As well as conducting QA on voids, arrears and allocation, ensuring targets are achieved with minimal loss of income.

Operations Managers are supported in providing effective leadership, constructive challenges and shared corporate responsibility. This includes working collaboratively with Operations Managers leading on involvement, delivering actions from ODP's, and contributing to national led projects.

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

<b>Transferable Skills.</b>	<b>Technical qualifications, experience and knowledge.</b>
<p><b>We get where our customers are in their lives</b></p> <ul style="list-style-type: none"> <li>• Listening to customers to understand their needs.</li> <li>• Recognises each customer as different and adopt a personal approach.</li> <li>• Advocate for our customers regardless of who they are.</li> </ul>	<p><b>Experience in tenancy management and estate and property management</b></p> <ul style="list-style-type: none"> <li>• Including arrears, anti-social behaviour, tenure (including shared ownership), sustaining tenancies</li> <li>• Void management, allocations</li> <li>• Service charge-consultation and setting</li> </ul>
<p><b>We have a win-win mentality</b></p> <ul style="list-style-type: none"> <li>• Take ownership of joint issues and see them through to resolution</li> <li>• Listen to what others want and need and consider this when deciding what to do</li> <li>• Be bold - 'we can achieve this together'</li> </ul>	<p><b>Experience with supporting budget management and ensuring compliance</b></p> <ul style="list-style-type: none"> <li>• Regional rented budgets are successfully managed</li> <li>• Preparing and presenting accurate and insight focused data</li> </ul>
<p><b>We are intuitively collaborative</b></p> <ul style="list-style-type: none"> <li>• Shout about our achievements both within and outside of Home Group to help people realise the breadth of what we do</li> <li>• Mentor and shadow others to share knowledge</li> <li>• Be open, respectful and value different opinions and ways of working</li> </ul>	<p><b>People management</b></p> <ul style="list-style-type: none"> <li>• Coaching</li> <li>• Leadership experience</li> <li>• Having the ability to unleash the potential of others and drive team performance</li> </ul>

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

<p>Experience of safeguarding vulnerable adults and children, including in a multi-agency approach.</p> <p>Flexibility is key: you'll need to be happy to travel and whilst the role is focused on housing management tasks in our rented portfolio, you're comfortable working across rented, supported and leasehold assets.</p> <p>Tech savvy, you'll be comfortable with our digital first approach, and confident in the use of IS systems.</p> <p>You'll need a full driving licence and have access to your own vehicle.</p> <p>Chartered Institute of Housing Level 3 qualification.</p> <p>Willingness to work towards a professional coaching qualification.</p>
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We're all **accountable** for..

<p>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.</p> <p>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.</p> <p>Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.</p> <p>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.</p> <p>Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.</p>
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Other **important** stuff..

Budget Holder	No		
Manages People	Yes		
Travel	Frequent	Driving Essential	Yes
DBS	Enhanced with barring		

