Job title	Housing Services Manager
Reports to	Interim Head of Housing & Support Services
Direct Line Management Responsibility	Housing Services Team Leader, Income Management Team Leader, Allocations and Lettings Officer, Housing Services Administrator
Wider Service Responsibility	Operational oversight of Housing Services and Income Management, including employees managed through the respective Team Leaders
Location	90 Beech Avenue, New Basford, Nottingham, NG7 7LW
Hours	37 per week
Salary	£52,680.17 Scale PO3

Commented [BB1]: @natasha Should the principle of not using 'interim' that you explained in your email apply to both the Housing Services Manager and Head of Housing & Support Services posts?

Purpose

To support the Interim Head of Housing & Support Services in providing effective operational leadership and management of Tuntum's Housing Services, ensuring the delivery of high-quality, responsive and customer-focused services.

The postholder will oversee housing and income management, allocations and lettings, and home ownership and leasehold services, ensuring compliance with relevant legislation, regulatory requirements and agreed performance standards.

Through effective leadership of Team Leaders and designated direct reports, the postholder will promote accountability, professional competence, continuous improvement and positive outcomes for customers

Duties and responsibilities

1. Operational Leadership and Service Delivery

- Oversee the effective delivery of housing management services, including tenancy management, allocations, lettings, voids, rent arrears, estate management and anti-social behaviour.
- Ensure complex housing management matters, including legal proceedings and tenancy enforcement, are managed appropriately, with timely escalation of significant concerns.
- Lead the implementation of operational objectives, ensuring service delivery supports Tuntum's strategic priorities and meets agreed performance standards.

- Ensure compliance with relevant legislation, organisational policies and the Regulator of Social Housing's Consumer Standards, including the Safety and Quality, Transparency, Influence and Accountability, Neighbourhood and Community, and Tenancy Standards.

- Work collaboratively with internal departments and external agencies to support effective housing management and positive outcomes for customers.

2. People Management and Development

- Provide effective leadership and direct line management to the Housing Services and Income Management Team Leaders, Allocations and Lettings Officer and Housing Services Administrator.

- Maintain management oversight of the wider teams through the respective Team Leaders, ensuring consistent standards of performance, service delivery and professional conduct.

- Conduct and record monthly one-to-one meetings, annual Performance and Development Reviews and probation reviews for direct reports.

- Ensure Team Leaders fulfil their management responsibilities, including employee supervision, performance management, mandatory training and development.

- Monitor employee competence, conduct and performance, addressing concerns promptly and supporting learning and professional development.

- Promote an inclusive, collaborative and accountable working environment, demonstrating Tuntum's organisational values and Behavioural Framework.

3. Home Ownership and Leasehold Management

- Oversee the effective management of Tuntum's home ownership, shared ownership and leasehold services, ensuring compliance with relevant legislation and contractual obligations.

- Ensure Right to Acquire applications, shared ownership staircasing and lease extension requests are managed appropriately, including relevant eligibility checks, valuations, documentation and statutory timescales.

- Oversee leasehold and shared estate management, including service charge administration, reserve funds, statutory consultation requirements and associated financial obligations.

- Ensure complex leaseholder enquiries, disputes, complaints and arrears are managed effectively, seeking appropriate specialist advice where required.
- Liaise with surveyors, solicitors, Finance and other relevant stakeholders to support the effective delivery of home ownership and leasehold services.

4. Customer Experience, Safeguarding and Service Quality

- Ensure services are delivered fairly, inclusively and accessibly, recognising the diverse needs and circumstances of Tuntum's customers.
- Work with the Customer Excellence Manager to promote meaningful customer engagement and ensure feedback informs service delivery and improvement.
- Oversee the management and resolution of complex customer complaints and concerns, ensuring appropriate escalation and learning.
- Ensure effective safeguarding and risk management arrangements are maintained, with concerns identified, reported and escalated appropriately.
- Promote high standards of customer service, accountability and professional conduct across Housing Services.

5. Performance, Financial Management and Assurance

- Monitor service performance against agreed Key Performance Indicators (KPIs), Service Level Agreements (SLAs) and organisational objectives, addressing areas of underperformance.
- Oversee the effective management of rent arrears, voids and associated income collection activities to minimise financial loss.
- Contribute to budget planning and monitoring, ensuring resources are used effectively and expenditure is managed in accordance with Tuntum's financial controls.
- Undertake and oversee service audits, quality assurance and compliance monitoring, ensuring appropriate corrective action is implemented.
- Prepare performance reports, management information and statutory returns, including responsibility for drafting and producing reports for the Board and its Committees as required.
- Maintain oversight of service risks and ensure accurate records and appropriate management information support effective decision-making.

6. Service Transformation and Continuous Improvement

- Support the Interim Head of Housing & Support Services in implementing organisational and service transformation priorities.
- Lead improvements to operational processes, working practices and service delivery arrangements to improve efficiency and customer outcomes.
- Promote flexible and effective deployment of resources, supporting employees through changes to service requirements and ways of working.
- Encourage cross-departmental collaboration, identifying opportunities to reduce duplication, share good practice and improve service effectiveness.

7. Professional Standards and General Responsibilities

- Maintain the professional knowledge, skills and competence required for the role, including holding or being willing to work towards an appropriate CIH Level 4 housing management qualification, or another recognised equivalent, subject to applicable exemptions.
- Uphold Tuntum's Competence and Conduct Policy, Behavioural Framework and expected standards of professional behaviour.
- Maintain knowledge of relevant legislation and regulatory requirements and participate in continuing professional development.
- Comply with Tuntum's policies and procedures, including equality, diversity and inclusion, safeguarding, data protection, confidentiality and health and safety.
- Represent Tuntum professionally at relevant meetings, partnerships and external forums.
- Undertake other reasonable duties consistent with the level and responsibilities of the post, as directed by the Interim Head of Housing & Support Services.

Person Specification

Criteria	Essential / Desirable	Assessment
Qualifications and Professional Development		
Holds, or is willing to work towards, an appropriate CIH Level 4 housing management qualification or recognised equivalent, subject to applicable exemptions.	Essential	A / I / D
Commitment to continuous professional development and maintaining professional competence.	Essential	A / I
Relevant leadership or management qualification, such as ILM or equivalent.	Desirable	A / D
Knowledge and Understanding		
Sound knowledge of social housing legislation, the Regulator of Social Housing's Consumer Standards and wider regulatory requirements.	Essential	A / I
Understanding of housing management functions, including tenancy management, income management, allocations, voids and anti-social behaviour.	Essential	A / I
Understanding of safeguarding, health and safety, risk management, equality, diversity and inclusion.	Essential	A / I
Knowledge of home ownership and leasehold management, including relevant legal and regulatory obligations.	Essential	A / I
Detailed knowledge of Right to Acquire, shared ownership staircasing, lease extensions and statutory consultation requirements.	Desirable	A / I

Experience

Significant experience of managing housing services, including leading teams, managing performance and delivering operational objectives.	Essential	A / I
Minimum of 3 years' experience working within a social housing management environment.	Essential	A
Experience of managing complex housing matters, operational risks and customer concerns.	Essential	A / I
Experience of monitoring service performance, managing resources and using management information to drive improvements.	Essential	A / I
Experience of working collaboratively with customers, colleagues, external agencies and stakeholders.	Essential	A / I
Experience of managing home ownership, leasehold or shared ownership services.	Desirable	A / I

Skills and Abilities

Strong leadership and people management skills, including managing through Team Leaders, developing employees and addressing performance concerns.	Essential	A / I
Ability to exercise sound professional judgement, manage competing priorities and make informed decisions.	Essential	I
Ability to lead service improvements, manage change and support employees through new ways of working.	Essential	A / I
Strong communication, interpersonal and problem-solving skills, including managing complex situations and complaints.	Essential	I
Good analytical, financial management, IT and reporting skills, including the ability to interpret performance information and maintain accurate records.	Essential	A / I

Commented [BB2]: For the level of knowledge and competence required to perform this role as set out in this JD, two years' experience in a social housing management environment is not sufficient. I would increase this to between 3 - 5 years. @Nkeonica what do you think?

Full, valid UK driving licence and ability to travel between Tuntum locations as required.	Essential	A / D

Personal Qualities and Behaviours

Commitment to Tuntum's organisational values, Behavioural Framework and professional standards of competence and conduct.	Essential	I
A positive, inclusive, accountable and collaborative approach to leadership, customer service and continuous improvement.	Essential	I

Assessment key
A = Application Form I = Interview D = Documentary Evidence / Verification

Approved by:	*Barrington Billings*
Date approved:	27/10/2026