Job Title	Supported Housing Team Leader
Reports To	Supported Housing Services Manager
Responsible For	4 × Accommodation Officers, 1 × Resettlement Worker, 3 × Admin Support Workers, 1 × Caretaker, 1 × Cleaner, 2 × Night Workers
Location	Karibu House, Duke Street, New Basford, Nottingham, NG7, with flexibility to work across other Tuntum Supported Housing sites as required
Hours	37 hours per week
Salary	£37,461.33 per annum – SO2, Scale Points 32–35

Purpose

To support the Supported Housing Services Manager in the effective day-to-day management and delivery of high-quality, safe and person-centred supported housing services.
The postholder will provide operational leadership, supervision and support to employees, ensuring services meet organisational objectives, resident needs, relevant regulatory requirements and Tuntum's standards of competence and conduct.
The role will play an active part in the ongoing development and transformation of Supported Housing services. This will require a flexible and adaptable approach to service delivery, including working across different supported housing locations and managing employees across schemes as operational arrangements evolve.
The postholder will promote a culture of accountability, continuous improvement, professional development and positive resident outcomes, ensuring that employees demonstrate the knowledge, skills and behaviours required to deliver effective services.

Duties and responsibilities

1. Service Delivery and Operational Management

- Support the Supported Housing Services Manager in the effective day-to-day management and delivery of high-quality, safe and person-centred supported housing services.
- Oversee housing management activities, including allocations, voids, rent arrears, tenancy management and anti-social behaviour, ensuring cases are managed effectively and in accordance with relevant policies, procedures and legislation.
- Provide guidance and support on complex housing management matters, ensuring appropriate action is taken and serious cases, including legal proceedings, are escalated and progressed in a timely manner.
- Monitor service performance against agreed objectives, Key Performance Indicators (KPIs) and Service Level Agreements (SLAs), identifying and implementing improvements where required.

- Undertake service audits and quality assurance activities to ensure compliance with organisational policies, procedures and relevant regulatory requirements.
- Work collaboratively with external agencies, partners and stakeholders to support effective service delivery and positive outcomes for residents.
- Deputise for the Supported Housing Services Manager when required, within the responsibilities and authority delegated to the post.

2. People Management and Development

- Provide effective day-to-day leadership, supervision and line management to designated employees within the Supported Housing service, including staff based across different schemes where required.
- Support the recruitment, selection, induction and probation of employees, ensuring new colleagues receive appropriate role-specific training and support.
- Plan, allocate and monitor team workloads, ensuring resources are used effectively, priorities are managed and employees are supported to achieve agreed objectives.
- Conduct and record meaningful monthly one-to-one meetings, annual Performance and Development Reviews (PDRs) and probation reviews in accordance with Tuntum's policies and procedures.
- Monitor employee performance, competence and conduct, identifying development needs, ensuring completion of mandatory training and supporting continuing professional development.
- Address performance, capability, conduct and workplace concerns promptly, fairly and consistently, seeking appropriate advice and support where required.
- Promote a positive, inclusive and collaborative team culture through effective communication, regular team meetings, shared learning and constructive problem-solving.
- Lead by example, demonstrating Tuntum's organisational values and Behavioural Framework and promoting high standards of professional behaviour, accountability and resident-focused service delivery.

3. Resident Engagement, Safeguarding and Service Quality

- Ensure residents receive a professional, respectful and responsive service that recognises their individual needs and promotes positive housing outcomes.
- Support the delivery of Tuntum's resident engagement objectives, encouraging meaningful resident involvement and ensuring feedback informs service development and improvement.
- Respond to and oversee the resolution of resident complaints and concerns in accordance with Tuntum's policies and procedures, identifying lessons learned and opportunities for improvement.
- Promote effective safeguarding practices, ensuring concerns involving vulnerable residents are recognised, recorded, reported and escalated appropriately.

- Ensure that services are delivered in accordance with relevant legislation, the Regulator of Social Housing's Consumer Standards, Tuntum's Competence and Conduct Policy and other applicable organisational requirements.
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4. Service Transformation and Continuous Improvement

- Actively contribute to the ongoing transformation and development of Tuntum's Supported Housing services, supporting the introduction of new ways of working, service improvements and operational arrangements.
- Demonstrate flexibility and adaptability in responding to changing service priorities, organisational requirements and resident needs.
- Work flexibly across Tuntum's supported housing schemes and locations, as reasonably required to support effective service delivery.
- Undertake responsibility for the supervision and line management of employees based at different supported housing sites, where required under agreed service arrangements.
- Support the implementation of changes to team structures, responsibilities and working practices, ensuring continuity of service delivery and appropriate support for employees and residents.
- Work collaboratively with colleagues and managers across departments to promote consistent practice, share knowledge and identify opportunities for greater efficiency and improved service outcomes.

5. Financial Management, Performance and Reporting

- Monitor rent accounts, arrears, void levels and associated housing management performance, taking appropriate action to minimise financial loss and support income collection targets.
- Contribute to the effective management of service resources and budgets, identifying opportunities to improve efficiency and achieve value for money.
- Maintain accurate and up-to-date housing management records, ensuring decisions and actions are appropriately documented in accordance with organisational policies and data protection requirements.
- Prepare and contribute to service performance reports, management information and Board or Committee reports as required.
- Provide relevant information and assurance to the Supported Housing Services Manager regarding service performance, compliance, risks and areas requiring improvement.

6. Professional Standards and General Responsibilities

- Maintain the knowledge, skills and professional 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, where applicable.

- Undertake relevant training and continuing professional development, applying learning to improve individual performance and service delivery.
- Uphold Tuntum's Behavioural Framework and Code of Conduct, demonstrating professionalism, integrity, accountability and respect in all interactions with residents, colleagues and stakeholders.
- Comply with all relevant organisational policies, procedures and statutory requirements, including equality, diversity and inclusion, safeguarding, confidentiality, data protection and health and safety.
- Take reasonable care for personal health and safety and that of others, following relevant fire safety, lone working and risk management procedures and reporting concerns appropriately.
- Represent Tuntum professionally at internal and external meetings, working groups and partnership forums as required.
- Undertake other reasonable duties consistent with the level and responsibilities of the post, as directed by the Supported Housing Services Manager.

Person Specification

Criteria	Essential / Desirable	Method of Assessment
Qualifications and Professional Development		
Holds, or is willing to work towards, an appropriate CIH Level 4 qualification in housing management, or a recognised equivalent, subject to applicable exemptions.	Essential	A / I / D
Commitment to continuous professional development and maintaining the competence required for the role.	Essential	A / I
Relevant leadership or management qualification, such as ILM or equivalent.	Desirable	A / D
Knowledge and Understanding		
Sound knowledge of housing management legislation, good practice and relevant regulatory requirements, including the Regulator of Social Housing's Consumer Standards.	Essential	A / I
Understanding of key housing management functions, including tenancy management, allocations, voids, rent arrears and anti-social behaviour.	Essential	A / I
Knowledge of safeguarding, health and safety, risk management and the needs of vulnerable residents.	Essential	A / I

Understanding of effective people management, including employee performance, development and professional standards of competence and conduct.	Essential	I

Experience

Minimum of two years' experience of line management, including supervising, supporting and developing employees.	Essential	A / I
Minimum of two years' experience working within social housing or a comparable housing management environment.	Essential	A / I
Experience of managing complex housing-related matters, working with residents with diverse needs and responding appropriately to challenging situations.	Essential	A / I
Experience of working collaboratively with external agencies, partners and stakeholders to achieve positive outcomes.	Essential	A / I
Experience of working within supported housing or temporary accommodation services.	Desirable	A / I
Experience of supporting service improvement, organisational change or managing services across multiple locations.	Desirable	A / I

Skills and Abilities

Strong leadership and organisational skills, with the ability to manage workloads, prioritise competing demands and maintain effective service delivery.	Essential	A / I
Ability to exercise sound professional judgement, assess risks, resolve problems and escalate concerns appropriately.	Essential	I
Ability to adapt to changing service requirements, work flexibly across supported housing sites and manage employees based at different locations.	Essential	I
Effective communication and interpersonal skills, including managing difficult conversations, resolving conflict and responding professionally to resident concerns.	Essential	I
Good IT, administrative and reporting skills, including maintaining accurate records and monitoring service performance.	Essential	A / I
Full, valid UK driving licence and ability to travel between Tuntum's supported housing locations as required.	Essential	A / D

Personal Qualities and Behaviours

Commitment to Tuntum's organisational values, Behavioural Framework and expected standards of professional competence and conduct.	Essential	I
A positive, flexible and collaborative approach to service transformation, continuous improvement and new ways of working.	Essential	I

Assessment key

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

Approved by:	Nkosana Mthimkhulu
Date approved:	27/10/2026