



## Job description

**Job title:** Housing Services Manager

**Post No:**

**Grade:** 14

**Directorate:** Tenancy Services

**Reports to:** Assistant Director for Housing Quality, Development and Landlord Services

### Purpose of the job

Melton Borough Council is committed to providing high quality homes and services to tenants. Having a detailed and up to date knowledge of our tenants and their needs of our tenants and using data to drive quality and service outcomes is a key focus of the role.

Forming a key part of the Housing Leadership Team, this role will lead the council's Tenancy Services Team, having specific responsibility for the council's housing management function. This includes tenancy and income management, service charging, older person housing and leaseholders across the social housing stock and garages.

The role will lead collaboration with other teams across housing, communities and the wider council to deliver a tenant focussed housing service with the tenant voice at its heart. Championing a positive customer journey and experience leading to good quality outcomes for tenants. Delivering the right outcomes for tenants, listening to feedback and acting on it are important parts of this role.

### Main areas of responsibility

1. To provide leadership and manage the day-to-day operations of the Tenancy Services Team to create a strong performance culture and provide excellent service delivery, ensuring workloads and areas of focus align with service need and priorities. Key areas of leadership are tenancy and income management, service charging, older person housing and leaseholders across the social housing stock and garages.

2. To develop skills and capabilities of staff to deliver high quality, tenant focussed, services with a commitment, passion, care and attention to detail. Ensure that there are clear and deliverable plans in place to ensure staff are knowledgeable, undertake relevant continued professional development and have the necessary training and qualifications in place to meet the competency and conduct standard.
3. Helping to ensure that at all times, the council 'knows its tenants' – with an up to date and robust understanding of its tenancies and is able to use this effectively to ensure that they are managed in line with the Social Housing Regulations whilst championing equalities, access and a high quality customer service excellence.
4. Be accountable for the management of the tenancy services function, ensuring the effective and efficient use of finances, personnel and other resources in support of continuously improved service delivery and outcomes for tenants.
5. Support in the preparation and management of the Housing Revenue Account Business Plan, to support effective service delivery and annual budget setting.
6. Ensure compliance with the council's financial procedures including effective budget management and monitoring. Including planning and managing revenue budget requirements for all tenancy services functions with wider consideration of the impact on the financial sustainability of Housing Revenue Account.
7. Accountable for ensuring that rental income is maximised whilst ensuring that rents and service charges are set in line with legislative requirements.
8. To oversee delivery of projects and programmes of work for the tenancy services function in compliance with the council's Contracts procedure rules, financial procedure rules, within budget and in accordance with good project management techniques. Including contract management of tenancy services related contracts.
9. Support the Housing Asset Team to ensure that all social housing stock is in accordance with statutory and regulatory requirements and good practice, including compliance with all aspects of CDM and Landlord Health & Safety, including (but not limited to) gas, fire, electric, water, radon and asbestos management.
10. To lead on the development and implementation of strategies, plans, policies, procedures and service standards to ensure compliance, good outcomes for tenants and best practice.
11. Lead and manage procurement of consultants and contractors and put in place appropriate contract management and monitoring arrangements which guarantee effective delivery, customer service, tenant involvement and value for money.
12. Ensure tenant-focused service delivery and positive outcomes for communities within Melton through effective collaboration and integration

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Reviewing Manager: Assistant Director for Housing Quality, Development and Landlord Services

between the housing team, community-based services such as the Safer Communities Team, Case Management Team and Housing Options Team, and the wider public sector and community partners.

13. Prepare and oversee the production of performance measures and data to understand service quality and support the effective delivery and management of tenancies, including customer experience, case management, income, anti-social behaviour, service charges and void properties.
14. Support an accountable and learning culture across the service, including in responding to customer feedback and complaints. To investigate and respond to complaints relating to areas of responsibility, and ensure learning is embedded and leads to appropriate changes and improvements where appropriate.
15. To report to the Housing Leadership Team, Senior Leadership Team and Elected Members where required on key programmes of work and performance.

## Values

To promote and ensure our values are embedded in all aspects of service delivery and partnership working:

- **We Care:** Valuing others and developing ourselves; committed and passionate about what we do.
- **We Innovate:** Ambitious, creative and resourceful; putting customers first and learning from feedback.
- **We Achieve:** Taking responsibility and seeking excellence; always proud to serve.

## Health and Safety

To take reasonable care for the health, safety and well-being of yourself and others who may be affected by acts or omissions at work.

## Equality

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.

## Criminal background check

Safeguarding children and adults is of utmost importance at Melton. This role has been identified as requiring a, enhanced Disclosure and Barring Service (DBS) check. It is an obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status while employed.

The responsibilities and duties listed above will vary from time to time without changing the character of the post or the level of responsibility entailed. You

will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant projects, programmes, policies and procedures.

## Person specification

- Developed technical and professional skills and expertise in a tenancy management based role in social housing.
- Developed understanding of legislative and regulatory requirements and their significance in achieving positive outcomes for tenants, and ability to ensure effective levels of compliance, performance and assurance in a high profile and complex regulatory context.
- Demonstrates high levels of emotional intelligence and empathy, with the ability to understand and respond to the diverse needs and lived experiences of tenants, including those facing vulnerability or disadvantage. Actively seeks tenant feedback, responds to complaints, and uses insight to shape service delivery and improve outcomes.
- Experience of maximising opportunities for meaningful engagement with tenants to enable and embed high quality and accountable tenancy services.
- Developed understanding of housing regulations, and experience of ensuring compliance and monitoring performance against statutory, regulatory and best practise requirements.
- Developed understanding of tenancy management principles, including the use of data to develop tenant focussed services.
- Breadth and depth of experience of successfully managing finances and resources, providing value for money and ensuring governance and compliance. Including annual setting of evidence led revenue budgets.
- Experience of leading and delivering housing projects and programmes with substantial individual budgets in excess of £50,000.
- Positive, supportive and dynamic leader with experience of leading change, managing through uncertainty and collaborating to achieve outcomes.
- Proven ability to set clear objectives, coach and develop staff, and address underperformance constructively. Fosters a culture of continuous improvement, accountability, and high performance, ensuring that team members are supported to achieve their potential and deliver excellent services.

- Excellent communication skills, both written and verbal including ability to write clear, evidence based and credible reports and communications to support information sharing and decision making across the council.
- Experience overseeing a diverse range of tenancy management functions; including management of tenancies, case management, anti-social behaviour, income, service charges and leaseholders .
- Able to maintain a fair and proportionate balance between enforcement of tenancy conditions and providing support to tenants. Uses sound judgement and a trauma-informed approach to resolve complex cases, ensuring that enforcement actions are accompanied by appropriate support and signposting to relevant services.
- Committed to inclusive practice, ensuring that services are accessible, responsive, and tailored to the needs of all communities. Promotes equality, diversity, and inclusion in all aspects of service delivery and team management.
- Excellent digital/ICT skills and confidence to incorporate digital transformation which supports service improvement and positive impacts for communities.
- Experience of working within local government and a political environment would be desirable.

### **Qualifications -**

A housing qualification to a minimum of CIH Level 4 or equivalent, or a commitment to work towards this is essential.

Degree and/or post graduate qualification relevant to the role is desirable. Membership of an appropriate professional body is desirable.

Commitment to ongoing professional development in self and others.

This role has been identified as requiring a Disclosure and Barring Service (DBS) check.