
Role	HEAD OF HOUSING
Reports to	Chief Executive
Manages	Housing Officer x 2, Housing & Repairs Co-ordinator, Housing Assistant

Purpose of the Role

At PHA Homes, we aim to ensure that our community is a great place for everyone to live, learn, work and grow, with a shared sense of belonging.

As Head of Housing, you will play a pivotal leadership role in delivering this mission. You will create and sustain a culture that puts residents first, ensuring services are delivered with empathy, inclusivity, professionalism and a commitment to continuous improvement.

You will be responsible for the strategic and operational leadership of housing management, resident engagement, responsive repairs and void management. Leading a small but high-performing team, you will manage significant budgets and ensure services are delivered efficiently, compliantly and in line with organisational values.

You will be the driving force behind our "Every Contact Counts" approach, ensuring every interaction with residents builds trust, strengthens relationships and contributes to service improvement.

Success in this role will be measured through the delivery of agreed performance indicators relating to resident satisfaction, service quality, regulatory compliance, operational efficiency, financial performance and colleague engagement.

Key Responsibilities

1 Leadership and Service Delivery

Provide visible, effective and inspiring leadership to ensure:

- a) Health, safety and safeguarding remain at the forefront of all service delivery.
- b) A positive, collaborative "One Team" culture is embedded across the organisation.
- c) Residents receive a consistently high-quality, responsive and customer-focused service.
- d) Team members are empowered, supported and developed to achieve their full potential.
- e) Performance expectations are clearly communicated, monitored and regularly reviewed.
- f) A coaching-based management style is adopted to encourage accountability, learning and continuous improvement.

2 Housing Management

Lead the delivery of effective housing management services by ensuring:

- a) Tenancies and leasehold agreements are managed in accordance with legal, regulatory and contractual obligations.
- b) Rent setting, service charge administration and leasehold management activities are completed accurately and efficiently.
- c) Rental income is maximised and maintained in line with budget expectations.

- d) Residents are proactively supported to sustain their tenancies and manage their rent accounts.
 - e) Arrears prevention and recovery activities are undertaken sensitively, consistently and in line with organisational policies.
 - f) Anti-social behaviour and neighbourhood issues are managed promptly, fairly and effectively.
 - g) Vacant properties are re-let quickly and appropriately to minimise rent loss and maximise community benefit.
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3 Repairs, Voids and Resident Services

Ensure the effective delivery of responsive repairs and void management services by

- a) Overseeing the efficient handling of repair requests from first contact through to completion.
 - b) Monitoring contractor and supplier performance to ensure quality, value for money and resident satisfaction
 - c) Working closely with the Property Team to ensure appropriate technical expertise and support is available
 - d) Ensuring void properties are prepared and re-let within agreed performance targets.
 - e) Driving continuous improvement in service quality, communication and responsiveness.
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4 Resident Engagement and Accountability

Lead the organisation's approach to resident engagement by:

- a) Championing meaningful resident involvement in shaping services.
 - b) Supporting and servicing the Tenant Engagement Panel.
 - c) Ensuring residents receive clear, accessible and timely information about services and performance.
 - d) Promoting transparency and accountability through the publication of performance information, complaints learning and service improvement activities.
 - e) Embedding an "Every Contact Counts" culture throughout the organisation.
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5 Complaints and Service Improvement

Ensure effective complaint management and organisational learning by

- a) Maintaining an accessible and responsive complaints process.
 - b) Monitoring complaints, compliments and feedback to identify trends and improvement opportunities
 - c) Ensuring lessons learned are translated into measurable service improvements.
 - d) Promoting a culture of continuous improvement and resident-focused service design.
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6 Regulatory Compliance and Risk Management

Act as the organisational lead for tenancy and housing management compliance by:

- a) Maintaining expert knowledge of relevant housing, consumer regulation and landlord legislation.
 - b) Ensuring compliance with all relevant regulatory standards, including the Consumer Standards and Rent Standard.
 - c) Developing and maintaining effective controls, policies and procedures to manage operational and compliance risks.
 - d) Supporting the Property Team in securing resident access for statutory inspections, servicing and compliance-related works.
 - e) Ensuring accurate records are maintained and compliance requirements are evidentially robust.
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7 Financial Management

Take responsibility for the effective financial management of housing services by:

- a) Developing and managing service budgets.
 - b) Monitoring expenditure and income performance against approved budgets.
 - c) Identifying, reporting and addressing variances at the earliest opportunity.
 - d) Ensuring value for money principles inform decision-making across service delivery.
 - e) Working collaboratively with colleagues to determine appropriate investment decisions between responsive, cyclical and planned maintenance activities.
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8 Performance, Data and Reporting

Ensure robust performance management arrangements are in place by:

- a) Developing meaningful performance measures and reporting frameworks
 - b) Producing regular reports for the Leadership Team, Board and Tenant Engagement Panel.
 - c) Monitoring operational performance, financial performance and resident outcomes.
 - d) Providing weekly reporting on repairs, voids and key service indicators
 - e) Ensuring service data is accurate, meaningful and supports effective decision-making.
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9 Partnership Working

Develop and maintain positive relationships with external stakeholders, including

- a) Local authorities.
- b) Regulatory bodies.
- c) Support agencies and community organisations.
- d) Contractors and service providers.
- e) Promote a positive reputation for PHA Homes through effective partnership working and professional representation.

10 Corporate Responsibilities

Responsible for:

- a) Lone working procedures and monitoring arrangements across the organisation.
- b) Effective office administration arrangements, including reception, telephony, equipment and supplies.
- c) Supporting wider organisational objectives and contributing to business improvement initiatives.

11 General Responsibilities

The postholder will:

- a) Attend meetings, training events, conferences and partnership forums as required.
- b) Maintain up-to-date knowledge of relevant legislation, regulation and professional practice
- c) Work in accordance with company policies, procedures, financial regulations and governance requirements.
- d) Promote equality, diversity, inclusion and belonging in all aspects of work.
- e) Uphold professional standards and deliver excellent customer service at all times.
- f) Promote a positive health and safety culture.
- g) Support colleagues and provide cover where reasonably required.
- h) Contribute to organisational learning and continuous improvement.
- i) Undertake any other duties commensurate with the responsibilities and level of the post.

PHA Homes reserves the right to amend this job description following consultation with the postholder.

PERSON SPECIFICATION

Head of Housing

Essential Criteria

Qualifications

- Chartered Institute of Housing (CIH) Level 5 qualification or equivalent professional qualification or extensive experience and willingness to qualify.
- Evidence of continuing professional development.

Experience

- Significant experience of working in social housing.
- Successful experience of leading and developing teams to deliver high-quality services and improved performance.
- Experience of tenancy management, leasehold management and income recovery.
- Experience of managing responsive repairs and contractor performance.
- Experience of budget management and financial control.
- Experience of developing and improving services through resident and stakeholder engagement.
- Experience of performance management, reporting and service improvement.

Knowledge

- Excellent knowledge of housing law, regulation and consumer standards.
- Sound understanding of tenancy, leasehold, repairs and asset-related legislation and best practice.
- Understanding of safeguarding, health and safety and risk management principles.
- Knowledge of resident engagement and complaint handling best practice.

Skills and Abilities

- Excellent leadership and people management skills.
- Strong coaching, influencing and negotiating skills.
- Highly developed communication skills, both written and verbal.
- Ability to build productive relationships with residents, colleagues and stakeholders.
- Strong analytical and problem-solving skills.
- Excellent planning, organisational and time management skills.
- Ability to work independently whilst contributing to wider organisational goals.
- Strong IT skills, including Microsoft Office and Excel.

Personal Qualities

- Demonstrates high levels of integrity and professionalism.
- Resident-focused and committed to excellent customer service.
- Collaborative and supportive team player.
- Positive, adaptable and resilient.
- Reliable, flexible and accountable.
- Outward looking, seeking information, connection, improvement.
- Committed to promoting the values and reputation of PHA Homes.

Summary of Key Terms (full time equivalent)

25 days leave rising to 30 days after 5 years' service.

3 additional 'grace' days between Xmas and New Year

Flexible & Hybrid Working

Contributory pension scheme – SHPS

Office or local parking

Cash Plan Health Scheme

Cash Plan Dental Care Scheme

Employee Assistance Programme

Starting salary band: £55,790 - £61,655 fte