



Job Description

Post Title:	Director of Housing
Accountable to:	CEO
Liaising with:	Head of Housing Services, Support service Managers, tenancy sustainment officers Support workers, Life Helpline Services, Trust fundraising and Legacy Manager, clients, contractors, supervisors, surveyors, local authorities, property professionals.
Location:	Remote – National role with extensive travel across the UK
Contract:	Full-time
Working Hours:	32 hrs per week.
Requirements:	Full driving license and own car
Benefits:	25 days holiday plus Bank holidays, Pension scheme, flexible working arrangements, Access to an Employee benefits platform.
Salary:	£47,750

About Life

Life is a national charity providing supported housing and practical, emotional and life-skills support to women who are pregnant and homeless or have a child up to the age of 2 and homeless. We currently operate across 20 locations in England and Northern Ireland, providing safe, nurturing, home-from-home accommodation where mothers and their babies can thrive before moving into independent housing.

Main Purposes of the Job:

The Director of Housing will provide strategic and operational leadership of Life's supported housing services nationally.

The postholder will:

- Develop and deliver a sustainable growth and expansion strategy to meet increasing client demand.
- Ensure the Charity meets all regulatory, statutory, legal, financial and contractual obligations.
- Embed a culture of high-quality, tenant-centred housing management aligned with Housing Ombudsman expectations and Social Housing Consumer Standards.
- Provide leadership across housing management, maintenance, income recovery, compliance, tenancy management and service improvement.
- Contribute to corporate strategy and organisational growth as a member of the Senior Leadership Team.

Responsibilities

Key Responsibilities

1. Strategic Leadership & Growth

- Develop and implement a national Housing Strategy aligned to the Charity's overall strategic objectives.
- Identify and assess new development and supported housing opportunities, including partnerships with local authorities and commissioners.
- Lead service expansion, ensuring infrastructure, governance and operational capacity support sustainable growth.
- Contribute to organisational business planning and financial forecasting.

2. Regulatory Compliance & Governance

- Ensure compliance with all relevant housing legislation and regulation including:
 - Social Housing (Regulation) Act
 - Housing Health & Safety Rating System (HHSRS)
 - Landlord and Tenant legislation
 - Safeguarding legislation
 - Health & Safety legislation
 - Housing Ombudsman Complaint Handling Code
- Ensure strong governance, risk management and internal controls within the Housing function.
- Lead on housing-related audits, inspections and regulatory engagement.
- Provide assurance to the CEO and Trustees regarding compliance, viability and risk.

3. Service Quality & Client Experience

- Embed a client-centred approach in line with Housing Ombudsman principles of fairness, transparency, accessibility and accountability.
 - Ensure effective complaints handling systems, learning from complaints and service failure prevention.
 - Monitor client satisfaction, service standards and performance against KPIs.
 - Promote meaningful client engagement and feedback mechanisms.
 - Ensure properties are safe, warm, secure and maintained to a high standard.
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4. Operational Leadership

- Direct and oversee:
 - Housing management
 - Income collection and arrears recovery
 - Void management
 - Repairs, maintenance and major works
 - Compliance and health & safety management
 - Tenancy sustainment and enforcement
- Ensure effective escalation and management of tenancy breaches, including possession proceedings where necessary.
- Oversee referral, assessment and allocation processes in partnership with Life's Helpline services.
- Ensure safeguarding procedures are embedded across all housing services.

5. Financial Management & Value for Money

- Oversee rental income, void control and arrears performance.
- Ensure robust financial controls within housing operations.
- Secure and manage local authority funding, grants and improvement funding.
- Deliver value for money while maintaining high service standards.
- Contribute to annual budgets and long-term financial planning.

6. Property & Asset Management

- Ensure delivery of:
 - Responsive repairs
 - Planned and cyclical maintenance
 - Preventative maintenance
 - Major works programmes
- Oversee contractor performance management alongside the estates team.
- Ensure compliance with statutory safety requirements including gas, electrical, fire, water hygiene and asbestos.
- Maintain accurate property and compliance records.

7. Leadership & People Management

- Provide strong, visible leadership across the Housing function.
- Support and develop Head of Housing Services, Support Service Managers, Tenancy sustainment officers and Support Workers.
- Foster a culture of accountability, compassion and high performance.
- Ensure teams understand and deliver against KPIs and performance standards.

8. Partnership & External Relations

- Build and maintain effective relationships with:
 - Local authorities
 - Commissioners
 - Surveyors and property professionals
 - Contractors and maintenance providers
 - Funders and grant bodies
- Represent Life at external meetings, forums and working groups.

9. Corporate Responsibilities

- Prepare and present reports to Senior Leadership Team and Trustees.
- Contribute to organisational risk registers and policy development.

- Ensure compliance with GDPR and Life's Data Protection policies.
- Implement and champion Life's Equality, Diversity and Inclusion policies.
- Undertake any additional duties appropriate to the role.

Safeguarding Children & Vulnerable Adults

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with, and adherence to, the appropriate organisational Safeguarding Policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training. All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally then you must ensure that you seek clarification from your immediate manager as a matter of urgency. Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regard to Safeguarding Children and Vulnerable Adults

Personal Responsibilities

The post holder must assume responsibility for their own professional and personal development (supported by Life where appropriate) to ensure their continuing competence to deliver Life's requirements

Corporate Behaviours:

All staff will be expected to:

- Work with the charity's aims and objectives, upholding its vision and mission.
- Demonstrate respect for others and value diversity
- Act responsibly in regard to the health and safety of themselves and others
- Focus on the service user and customer, both internally and externally, at all times
- Make an active contribution to developing the service
- Learn from, and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as an ambassador for the Charity and maintain the highest professional standards at all times
- Use discretion and sensitivity and be aware of issues requiring total customer confidentiality
- Demonstrate a flexible approach to their work.
- Abide by and take responsibility for the obtaining, storage, processing and sharing of any personal data within the meaning of the General Data Protection Regulations 2018 and as defined in the relevant Life policies for all aspects of service delivery and working

practice, paying particular attention to the protection of personal information in any form and by whatever means it is accessed by you.

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be changed in light of experience and/or organisational requirements, and in consultation with the post holder.

Post Title: Director of Housing

Personal skill characteristics	Essential (<i>Tick</i>)	Desirable (<i>Tick</i>)
Qualifications		
CIH qualification (Level 5 or above) or equivalent professional qualification.		✓
Personal		
Significant senior leadership experience within supported housing, social housing or homelessness services.	✓	
Committed to the vision, mission and values of the charity.	✓	
In-depth knowledge of housing law, tenancy management and regulatory compliance.	✓	
Strong understanding of Housing Ombudsman Complaint Handling Code and consumer standards.	✓	
Proven experience in strategic planning and service growth.	✓	
Self motivation and Resilience	✓	
Experience managing budgets and financial performance.	✓	
Experience overseeing repairs, maintenance and asset management.	✓	
Strong understanding of safeguarding and supported housing provision.	✓	
Ability to analyse risk and implement effective governance systems.	✓	
Excellent leadership, communication and stakeholder management skills.	✓	
Full UK driving licence and access to own vehicle.	✓	
Experience working with vulnerable women or family services.		✓
Experience in charity or third sector leadership.		✓
Experience securing funding or development partnerships.		✓
Communication		
Communicates effectively and openly at all levels.	✓	

Excellent verbal and written communication skills.	✓	
Strategic Ability / Innovation		
Willingness to contribute to the development of services.	✓	
Experience in delivering proven results.	✓	