



Job Description

Title:	Head of Housing Support
Accountable to:	Director of Income Generation, Marketing & Housing
Responsible For:	Support Services Managers, Tenancy Sustainment Officers
Working Relationships:	Internal: Support Service Managers, Support Workers, Senior Support workers, Tenancy Sustainment Officers, Community Support Workers, Clients, Floating Support Workers, Estates Manager, Estates Coordinator, Volunteers External: Local Authorities, Housing Ombudsman, Property Professionals, Surveyors, contractors.
Location:	Flexible National role with extensive travel across the UK
Contract Type:	Permanent
Working Hours:	Full Time – 35hrs per week – some evening & weekend work
Benefits:	25 days holiday plus bank holidays (pro rata), Pension scheme, Flexible working arrangements.

Main purposes of the job:

- As Head of Housing Support, you will provide strategic leadership and operational oversight across the critical function of Housing Support Services, as well as working closely with the Estates Manager to ensure excellent quality support services are delivered in high quality, safe and compliant homes. You will be responsible for shaping and delivering housing Strategy and Policy alongside the Estates Manager and the Director of Income Generation & Housing, ensuring a strong client focus.
- Through effective collaboration and matrix management, you will work closely with colleagues across the Charity to improve service quality, client outcomes, and operational efficiency.
- To be an active member of the Operational Leadership Team including preparing reports for and attend the Operational Leadership Team meetings and making contribution to working parties as required including reporting on departmental progress.
- Preparing and delivering reports to and presenting to the Senior Leadership Team as required.

Key achievement areas:

Housing

1. Drive operational excellence implementing the overall housing strategy; overseeing Support Services within Housing, focusing on safety, client satisfaction and Tenancy sustainability. Ensuring client outcomes are maximized in line with our charitable objectives.
2. Ensure regular and effective communication between Housing Support Services and Estates, as well as other Departments.
3. Maintaining a close working relationship with the Estates Team to ensure, high quality housing provision, ensuring safety, compliance and all other relevant regulatory obligations are met.
4. To develop, continuously improve and implement the Housing Strategy alongside the estates team, as well as specifically housing support services, aligned with our mission and growth ambitions.
5. Ensure that Safeguarding is prioritized; working closely with the Complaints and Safeguarding team to ensure that all complaints, welfare and safeguarding matters are prioritized as appropriate; recorded and support actioned. Working closely with all housing involved teams to ensure comprehensive training is provided to support staff and volunteers in all complaints, welfare and safeguarding matters. To ensure that standard operating procedures and policies are fit for purpose and followed appropriately.
6. Lead on the Housing review to ensure services are delivered to the highest standards and work with the Estates Manager to take into account best practice in ensuring Life is in-line with Housing consumer standards.
7. To work with the finance team and Tenancy Sustainment Officers, overseeing and managing the rent setting process to ensure the rental income is fair, equitable and transparent for budget setting.
8. To lead on the formation, development and application of Policy and Procedure relating to Housing and Community Support.
9. To take lead responsibility for the Life Housing and Community support services, including but not limited to; support planning and life skills development for our clients, ensuring high standards of service delivery.
10. To take lead responsibility for tenancy management within housing; Managing Support Services Managers to ensure management of Voids and networking to fill those voids. Managing and working closely with the Tenancy Sustainment Officers and Finance, ensuring clients are supported through tenancy matters. Ensuring that we facilitate full income recovery whenever possible, including close management of arrears, voids, and other tenancy related financial controls.
11. To champion compliance, working closely with the Estates Manager and other relevant teams to ensure we meet all regulatory and safeguarding responsibilities within Housing.
12. To inspire partnerships, build strong relationships with housing providers, developers and local authorities.
13. To shape the future of Life Housing, identify new opportunities, influence Policy and contribute to our Operational Leadership Team.
14. To produce reports outlining KPIs and significant accomplishments in Housing for the Board, Senior Leadership team and Operational Leadership Team.
15. To renew Policies on a cyclical process for the department and to review Policies for the organisation when allocated.
16. To lead on the Budget setting process and ensuring the Housing Support operates within the budget parameters, alongside Working closely with the Estates Manager to ensure Houses as a whole operate within budget.

17. To lead on good financial management within the department, brainstorming and implementing cost-saving ideas where possible, including use of volunteers.
18. Attend and represent the Charity at relevant networking events and opportunities and act as an ambassador for the organisation.
19. To ensure a Trauma informed practice is embedded in the Housing department and wider organisation including the key principles of Safety, Trustworthiness, collaboration, Empowerment, cultural, historical and gender issues to support mental and physical health outcomes.

People Management

1. Effectively manage Support Services Managers and Tenancy Sustainment Officers maximizing motivation, skills, development, and performance of the team ensuring that all staff have regular one to ones and are appraised annually and receive timely agreed objectives for the year. In turn, supporting those you directly manage to manage their teams.
2. To lead and empower the Housing Support team, developing high performance, fostering a culture of collaboration, particularly with the Estates Team, Life Helpline, Complaints and Safeguarding and other teams.
3. As part of the appraisal process assess short-, medium- and long-term performance issues and development needs. Identify prioritised plans for team members and coach team members on a wide range of issues.
4. Identify team development opportunities to maximise the effectiveness of the Housing Support team.
5. Ensure volunteers are fully integrated within the Housing Support team and that relevant guidelines policies and procedures for volunteers are developed as required.
6. Recruiting and retaining a high quality team, ensuring all staff and volunteers are trained to a high level in order to conduct their roles to the best of their abilities.

Safeguarding Children & Adults at Risk of Harm:

- 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 adults at harm of risk.
- Familiarisation with, and adherence to, the appropriate organisational Safeguarding policies and any associated guidance is an essential requirements 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 seek clarification from your immediate line manager as a matter of urgency.
- Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regards to Safeguarding Children and Adults at Harm of Risk.

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.
- A key component of development is being fully aware of regulatory and legal requirements impacting on operational services and ensuring that all staff within those services are aware of and deliver their individual responsibilities

Corporate behaviours:

All staff are expected to:

- Work towards the charity's aims and objectives, and uphold it's vision and mission
- Demonstrate respect for others and value diversity
- Act responsibly regarding the health and safety of themselves and others
- Focus on the client and customer, both internally and externally, at all times
- Make an active contribution to develop 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 always maintain professional standards
- 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.

In addition, all managers and supervisors will be expected to:

- Value and recognise ideas and the contribution of all team members
- Coach individuals to perform to the best of their ability
- Delegate work to develop individuals in their roles and realise their potential
- Provide support, feedback and guidance to all team members and encourage their team to achieve work/personal life balance

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 consultation with the post holder.

Post title: Head of Housing Support

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Values & Behaviours		
Ability to demonstrate, understand and apply our workplace values. These are embedded in all roles and employees must evidence their attitudes/behaviours	✓	
Committed to the vision, mission and values of the charity	✓	
Strategic Ability / Innovation		
Ability to lead individuals and teams to achieve key objectives	✓	
Ability to think creatively and identify business development opportunities	✓	
Excellent networking and communication skills		✓
Experience / Knowledge / Qualifications		
Academic or professional Management qualification or evidence of relevant experience. A CIH: Level 4 in Housing		✓
Evidence of continuing personal and professional development	✓	
Senior Management experience supported Housing at multi-million-pound level	✓	
Proven ability to lead and motivate high performing teams	✓	
Communication		
Strong verbal and written communication skills	✓	
Communicates effectively and openly at all levels	✓	
Experience of communicating effectively with a wide range of people to identify their needs, preferences and demands	✓	
Ability to promote the charity to a wide range of individuals and external contacts	✓	
Strong presentation skills and ability to promote the charity with a wide range of individuals and external contacts	✓	
Commitment to developing a wide range of partnerships	✓	
Personal		
Committed to the vision, mission and values of the charity	✓	
Commitment to quality, customer service, best practice and best value in all aspects of the charity's operation	✓	

Ability to work with people at all levels	✓	
Positive outlook and approachable personality	✓	
Ability to work on own initiative	✓	
Handles pressure of meeting deadlines and supports others where possible	✓	
Ability to prioritise workload and plan time	✓	
Commitment to own personal and professional development	✓	
Ability to motivate others and work as part of a team	✓	

Internal Use Only

Approved By: Kerry Smart

Issue No: 1

Approved Date: 02.07.2025

Review Date: 02.02.2026