



## JOB PROFILE

<b>Directorate:</b>	Housing and Wellbeing
<b>Service Area:</b>	Landlord Services
<b>Job Title:</b>	Landlord Services Manager
<b>Grade:</b>	PO4
<b>Post Number:</b>	M241
<b>Base/Location:</b>	Charnwood Borough Council Offices
<b>Responsible To:</b>	Head of Landlord Services
<b>Responsible For:</b>	Principal Officer Tenancy and Income Management Principal Officer Customer Engagement and Older Persons' Services Business Support Team Leader (Housing Services) Rent Accounting and Leasehold Team Leader
<b>Key Relationships/ Liaison with:</b>	Tenants and leaseholders, partners, other customers, contractors, elected members.

### Job Purpose

- To oversee the effective delivery of housing management services to tenants and leaseholders
- To ensure that the services are performing against financial, performance and customer care standards
- To ensure effective delivery of tenants' engagement structures
- Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

### Main Duties and Responsibilities

1.	To support the Head of Landlord Services in ensuring the effective delivery of an excellent housing management and older persons' service.
2.	To ensure the Council's statutory duties in relation to the management of tenancies and the associated landlord obligations are met.
3.	Review, improve, develop, and implement policy initiatives, procedures and plans relating to services within the Housing Management Service.
4.	To develop policies and procedures in relation to housing management functions, including income collection, anti-social behaviour and older persons' housing.
5.	Manage and motivate the teams, setting suitable targets to deliver the Council's and directorate's corporate and specific goals.
6.	To develop and deliver a comprehensive Income Management Service which achieves upper quartile performance.

7.	To be responsible for the recovery of all rechargeable debt owed by tenants and former tenants.
8.	To ensure that there is performance accountability within the teams, and that there is a full commitment to the delivery of excellent customer focussed services.
9.	To ensure that the tenancy management and older persons' service reflects the needs and aspirations of tenants and leaseholders.
10.	To be responsible for delivering an excellent service to leaseholders, ensuring that they are well informed and have opportunities to participate in decisions made about the services they receive.
11.	To assist the Head of Landlord Services in responding to new legislation and other external influences on the service and implementing any procedure changes as appropriate.
12.	To assist the Head of Landlord Services in developing the Housing Revenue Account Business Plan.
13.	To assist the Head of Landlord Services in the development and delivery of the service team plans.
14.	Ensure appropriate responses to member enquiries, customer complaints and the housing ombudsman.
15.	Be responsible for Cabinet/committee reports and attend committees as required.
16.	To manage the budgets for the service in accordance with the Council's standing orders and financial regulations.
17.	To consider all methods of service delivery to demonstrate that ongoing value for money is being achieved.
18.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
19.	The postholder will be required to undertake such other duties commensurate with the grade, and / or hours of work, as may be reasonably be required.
20.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
<p>The nature of the work may involve the jobholder carrying out work outside of normal working hours.</p> <p>The jobholder must be able to have access to a vehicle to undertake duties on site.</p>	

**Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.**

**Prepared by:** Jan Glass, Head of Landlord Services

**Date:** August 2025



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	Essential	Desirable
<b>Qualifications</b>  Hold a housing professional qualification or housing management related qualification (Level 4)  <b>Or</b>  Evidence of continual professional development.  Qualified to degree, diploma, HNC or equivalent level in supported housing or housing. Membership of the Chartered Institute of Housing.	✓       ✓       ✓	
<b><u>Experience</u></b>  Proven management experience in the delivery of a high quality housing management service.  Experience of identifying, monitoring, implementing internal controls and managing, auditing and mitigating risk with effective quality assurance methods.  Experience of managing, preparing, monitoring and controlling budgets within a Value for Money Framework.  Experience of managing projects using standard methodology to track and deliver results.  Proven track record of identifying and accessing external funding to benefit customer service.  Experience of presenting reports to Committees/cabinet.	✓       ✓       ✓	✓       ✓       ✓

	Essential	Desirable
<b><u>Skills / Knowledge</u></b>  Experience of managing income collection services and be familiar with rent recovery processes  Knowledge of court proceedings in relation to tenancy management.  Experience of successfully developing services to achieve and maintain excellent performance  Good understanding of tenancy law, including case law.  The ability to converse at ease with customers and provide advice in understandable spoken English is a requirement of the post.	✓  ✓      ✓	  ✓  ✓
<b><u>Interpersonal Skills</u></b>  Good interpersonal skills and a proven ability to communicate effectively at all levels.  Good written, networking and presentation skills.  Embodies the Council's values in their day-to-day working.  Must be a team player and have a positive influence on the team.  Must demonstrate awareness and understanding of equality issues and a commitment to the implementation of Charnwood Borough Council's Equality and Diversity Policy.  Must be prepared to work outside normal office hours as required according to the needs of the service.	✓  ✓  ✓  ✓  ✓	
<b><u>Other requirements</u></b>  An understand of, and commitment to equal opportunities, and the ability to apply this to all situations.  Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.  To be able on occasion to work outside normal office hours.  To be able to travel throughout the Borough (using own transport).  Must be available to respond to emergencies out-of-hours as and when required.	✓  ✓  ✓  ✓  ✓	

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