

Person Specification

Post title	Service Manager – Housing Regulation and Improvement	Post ref	TBC
Department	Housing Management Department	Grade	H

<i>Please refer to the employee competency framework for more information about behaviour descriptors for each competency</i>	Assessment
Seeing the bigger picture	Application Form/ Interview
Changing and improving	Application Form/ Interview
Leading and communicating	Application Form/ Interview
Delivering value for money and quality services	Application Form/ Interview

Skills	Essential / Desirable	Assessment
Excellent interpersonal, negotiating and influencing skills and the ability to communicate clearly and effectively with a range of audiences	Essential	Application Form/Interview
Strong analytical skills with the ability to organise, analyse and disseminate significant amounts of information with attention to detail and accuracy	Essential	Application Form/Interview
Excellent investigative, problem-solving and project management skills	Essential	Application Form/Interview
Effective report writing skills and ability to produce written reports and papers to a high standard, including those of a complex nature.	Essential	Application Form/Interview
Able to work to deadlines and prioritise workloads.	Essential	Application Form
Excellent IT skills, including the use of office 365 resources	Essential	Application Form

Knowledge	Essential / Desirable	Assessment
Expert understanding of social housing regulation and consumer regulation, specifically within a Local Authority setting, specifically in relation to the Social Housing Regulation Act 2023, Building Safety Act 2021, Decent Homes Standard and Complaint handling codes	Essential	Application Form/Interview

Understanding of all key operations of social housing providers including both property and customer facing service.	Essential	Application Form/Interview
Significant knowledge of preparing and implementing housing policies, procedures, formal reports and presentations in a local authority setting.	Essential	Application Form/Interview

Experience	Essential / Desirable	Assessment
Significant experience of working in social housing, project management or governance role within a local authority or registered provider setting.	Essential	Application Form/Interview
Experience of developing detailed evidence libraries and subsequent improvement plans.	Essential	Application Form
Significant experience of working in partnership to deliver joint working and change programmes.	Essential	Application Form/Interview
Managing and supervising staff.	Essential	Application Form

Qualifications	Essential / Desirable	Evidence
A Degree in Housing or equivalent.	Essential	Application Form / Certificates

Additional information / other requirements of the post
<ul style="list-style-type: none"> • The post holder is eligible for casual car user allowance • The post involves driving and so the post holder will be required to undertake relevant DVLA checks • The employee may be required to work outside of normal working hours/attend evening meetings as part of their role

Date produced / last amended
25 June 2026

Equality Act 2010
<p>The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made.</p> <p>If appropriate, disabled candidates should indicate on the application form if they have needs which should be considered at the shortlisting stage.</p>