Ashfield
DISTRICT COUNCIL

Job Profile

Post title: Housing Policy and Compliance Officer

Department: Place - Housing Management

Job families: Regulation

Grade: F

Responsible to: Service Manager – Housing Regulation and Improvement

Employees managed: None

Date of issue: September 2026

Overall Job Purpose

To play a key role in shaping high-quality, tenant-focused housing services by leading the development, review and continuous improvement of housing policies and procedures. The postholder will help ensure services are responsive, effective and fully compliant with relevant regulatory, legislative and governance requirements.

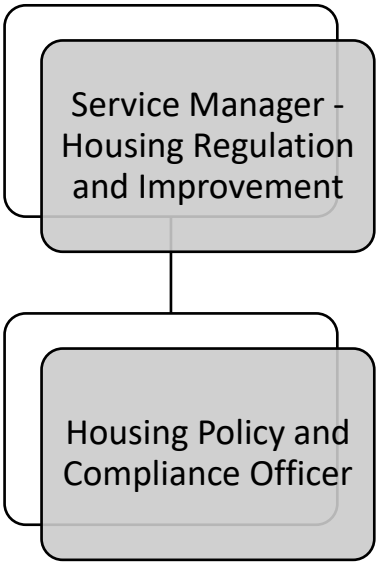
To work collaboratively with and support Service Managers across the social housing function to drive meaningful service improvement, implement policy and procedural change, lead service transformation initiatives, and strengthen communication and engagement with tenants.

Working Conditions

- Office based and mainly in a sedentary position, limited requirement for standing and walking, and/or carrying of equipment and resources.
- The postholder may be required on occasion to work outside of normal working hours/attend evening meetings as part of the role, for which time off in lieu will be granted.

- The postholder is required to be a casual car user and to undertake relevant DVLA licence and insurance checks.
- The postholder is eligible to utilise the Flexi Time Policy.

Structure



Job Description

Operational management	• Lead on the evidence required to demonstrate compliance with the Consumer Standards, including case studies of how policy is used in the operations of services. • Use data and tenant insight, including complaints, to drive service improvements.
Communication	• Work with the Website and Communications departments and Tenant Engagement Officer to ensure that tenant information is easily available across a range of channels, kept up-to-date and that tenants have a comprehensive understanding of what to expect when engaging with us. • To prepare relevant reports and if required attend appropriate council committees to present reports and to attend task or working groups and other meetings as directed. Some of which may require out of hours working
Partnership / corporate working	• Lead on the development of Housing policy, establishing an evidence base by consulting with tenants and wider

	stakeholders, ensuring the policy reflects tenants needs through communicating and listening to them. • Provide support and guidance to Housing Managers across the department to drive service improvements, implement policy changes, lead service transformation initiatives, and enhance communication with tenants. • Provide support and guidance to managers in reviewing operational processes and team effectiveness, helping services to continuously improve and deliver high-quality customer outcomes. • Support the ongoing review and development of policies and procedures across Housing Management services, working with Housing Managers to respond proactively to changes in tenant demand, legislation, and regulation. • Work with the tenant engagement officer to ensure wider tenant feedback is considered and acted upon when developing policy. • Monitor changes in national policy and report on how this could affect housing services and activities across the Council.
Resource management (including Financial and Physical)	N/A
Systems and information	• Work with the Website and Communications departments and Tenant Engagement Officer to ensure that tenant information is easily available across a range of channels, kept up-to-date and that tenants have a comprehensive understanding of what to expect when engaging with us.
Strategic management	N/A