

Job Description

Job title:	Regional Housing Manager
Reports to:	Assistant Director of Housing Services
Responsible for:	Direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As Regional Housing Manager, you will lead the operational delivery of housing services across your designated region, ensuring high performance and customer satisfaction across general needs and leasehold & homeownership services. Reporting to the Assistant Director of Housing Services, you will be accountable for regional service outcomes, team performance, and stakeholder relationships.

You will be the primary contact for local authorities and strategic partners in your area, representing Accent and ensuring our services are aligned with local needs and expectations. Your leadership will drive operational excellence, foster a culture of accountability, and ensure our housing teams deliver consistent, high-quality services that reflect our values and strategic goals.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

As Regional Housing Manager, you will lead with integrity and compassion, holding yourself and your team accountable for delivering high-performing, customer-focused services. You will foster collaboration across teams and stakeholders, champion innovation, and ensure our services are efficient, responsive, and value-driven. Your leadership will be instrumental in building a culture of excellence and continuous improvement across your region.



Key Responsibilities and Duties

- Lead the operational delivery of housing services across your region being accountable for performance and contributing to the success of the wider housing services function.
- Responsible for a range of services, including Income collection, tenancy and neighbourhood Management and ASB for both tenants and homeowners.
- You will foster a culture of professionalism, accountability and ensuring a performance focussed approach embodying a customer focus at all times.
- You will ensure your region consistently delivers high standards of customer service and embed a customer first approach.
- Hold responsibility for regional KPIs and other performance measures. You will monitor, evaluate and celebrate performance and ensure support is provided where required and take corrective action when needed to ensure targets are met and performance is in line with expectations.
- Lead and develop the regional housing team, ensuring effective performance management, coaching, and development alongside working with other departments to align efforts, avoid duplication, and promote a 'one Accent' approach.
- Ensure regional spend is in line with the budget, ensuring efficient use of resources and assessing return on investment to meet organisational objectives.
- Provide regular reports to senior Housing Services management and provide commentary and data to be used in reporting to committees and board.
- Collaborate effectively with leaders across housing services and the wider organisation to ensure integrated consistent service delivery to achieve shared objectives.
- You will maintain awareness of emerging issues, providing timely support and escalating concerns to senior colleagues to ensure effective resolution and risk management.
- Oversee the resolution of complex queries and cases relating to leases, tenancies and property matters. This will include directing legal processes and providing expert guidance and support to colleagues.
- Ensure visibility and accessibility of housing teams within communities, encouraging proactive engagement.
- Represent Accent at court and tribunals.
- You and your team will be visible in the communities we serve.
- Manage services for general needs and leasehold & homeownership customers ensuring services for are delivered effectively, as per regulation law and procedure, and consistently in line with Accents approach, values and behaviours.
- Develop and deliver KPIs, objectives and initiatives aligned with organisational goals and strategic objectives.
- You will have a good understanding of the customers and communities your team serves and spend time with colleagues and customers
- You will act as the key contact for external strategic partners, overseeing the management and evaluation of outcomes from service agreements.
- You will represent Accent in external engagements, including strategic partnerships and public relations at local and regional level.
- Ensure compliance with housing policy and procedures, regulatory requirements, best practice and law.
- Assist the Assistant Director in delivering strategic housing objectives and contributing to regional planning. Act as their deputy if required.
- Ensure safe working practices are followed, including monitoring and reporting any health and safety breaches or incidents.
- You will contribute to our out-of-hours cover on a rota basis.
- Works flexibly across office, home, and patch locations, maintaining high visibility to both colleagues and customers.

- Travel regularly to meet the needs of the business, with occasional overnight stays and working outside of normal hours as required.
- Undertake any other duties as reasonably required to meet the needs of the organisation.

Leadership Responsibility

As leaders at Accent, we are tasked with more than just achieving organisational goals; we are entrusted with the responsibility to create an environment where every colleague can thrive. To do so, we must embody the core competencies that define true leadership.

- Ensure we build a customer first culture within our teams and the wider organisation.
- Ensure we engage and are committed to the wider vision of the organisation and its goals always working collectively to achieve the best outcomes for our customers.
- Proactively and positively give feedback directly to colleagues and leaders when there may be an opportunity to improve behaviours. At Accent we want an open and transparent culture and must always act with integrity towards our peers and colleagues and not engage any disrespectful behaviours.
- Invest in personal development and development of our teams, fostering growth through continuous development, coaching, and challenging experiences.
- Inspire innovation by encouraging new ideas, diverse thinking, and a culture of continuous improvement.
- Drive forward making bold decisions, tackle difficult issues, and grow from setbacks.
- Building trust, collaborating openly, and valuing inclusion, creating safe spaces where every voice is heard and respected across the whole organisation.
- Align our actions with a clear vision and purpose, taking decisive action to achieve results while always keeping our commitments.
- Embody care, ensuring that compassion and accountability are at the heart of everything we do.
- Work to the Accent competencies, always achieving the highest standard of conduct and integrity.

The must haves:

- CIH Level 4 Certificate in Housing or equivalent (or willingness to work towards) or qualified through experience.
- Demonstrate a strong customer service approach, underpinned by solid housing management knowledge to deliver effective and empathetic solutions.
- Experience delivering housing services within a Housing Association or Local Authority environment.
- Proven ability to lead, motivate and drive teams to achieve KPI's, deliver high performance and customer satisfaction.
- Strong understanding of tenancies, leases, neighbourhood management and obligations to homeowners.
- Experience operating in fast-paced and complex service environments with the ability to multi-task and prioritise.
- Excellent communication, organisational, and problem-solving skills.
- Ability to work flexibly and in varied locations.

- Experience working with external stakeholders including local authorities and strategic partners.
- Strong financial and resource management skills.
- Excellent communication, problem-solving, and decision-making abilities.
- Full UK driving licence and access to a vehicle.

The added extras:

- Experience working in a customer-facing role
- Experience managing multiple services across a region.
- Active member of the Chartered Institute of Housing (CIH) and/or the Institute of Residential Property Management (IRPM).
- Experience operating in complex or challenging environments.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.