

Job Description

Job title:	Strategy and Policy Lead
Reports to:	Director of Strategy, Governance and Assurance
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 the Strategy and Policy Lead, you will play a pivotal role in shaping and implementing strategic and ESG initiatives that align with Accent’s long-term goals. You will work closely with the Director of Strategy, Governance and Assurance to develop strategic plans, coordinate ESG activities, and drive continuous improvement in ESG performance, to ensure that Accent remains at the forefront of sustainability, social responsibility, and governance best practices.

You will be responsible for overseeing a framework of policies that supports Accent’s strategic objectives and providing professional support in policy development and review, working closely with senior leaders to ensure policies are data-driven and evidence-based, aligned with legal and regulatory requirements, and effectively implemented across the organisation.

You will lead extensive research and horizon scanning activities, to anticipate legislative and regulatory changes, ensuring that Accent’s strategies and policies remain fit for purpose and continue to promote sustainable housing solutions. Your expertise will help ensure our policies support the delivery of exceptional services to our customers

Your work will help deliver sustainable housing solutions that contribute to the wellbeing of our customers and the broader community.

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.

In this role, you will ensure that all strategy, policy and ESG activities are conducted in alignment with Accent’s core values. By maintaining high standards of professionalism and integrity, you will help build a strong foundation of trust and accountability within the organisation. You will be driven to enhance our ESG performance while caring about the impact your work has on our customers and the environment. You will take a smart, data-driven approach to strategy and

policy development, ensuring that these activities align with long-term strategic goals and are integrated into organisational practices . Through inclusivity, you will collaborate with internal teams and external partners to deliver initiatives that promote sustainability, social equity, and effective governance, and the attainment of positive outcomes for all.



Key Responsibilities and Duties

- Provide specialist, and practical, professional and technical advice, support and guidance to Accent colleagues in relation to strategy and policy development, and ESG reporting.
- Support the Director of Strategy, Governance and Assurance in the development and implementation of Accent's strategic plans, ensuring alignment with long-term organisational goals.
- Work collaboratively with business leaders to develop supporting strategies, plans, initiatives and programmes that contribute to the delivery of the overarching Corporate Strategy.
- Monitor, evaluate and report on the progress of strategic initiatives and recommend adjustments as necessary to achieve desired outcomes.
- Lead on the development, implementation, benchmarking and monitoring of Accent's ESG Strategy and Report, coordinating ESG initiatives across the organisation to promote sustainability, improve social outcomes, ensure compliance with governance standards, and ensure effective delivery of ESG goals and targets.
- Monitor progress and produce regular ESG reports for internal and external stakeholders, including the Board, investors, and regulatory bodies, demonstrating Accent's commitment to continuous improvement in sustainability and social impact outcomes.
- Lead on Accent's Policy Framework, ensuring timely policy reviews and alignment with the organisation's strategic goals and regulatory standards.
- Support senior operational managers to develop clear, accessible policies and procedures that are communicated effectively across all internal and external channels by providing appropriate guidance. In particular, provide support for the development and review of customer-facing policies.
- Oversee the analysis of the impact of existing policies and recommend improvements based on data-driven insights and stakeholder feedback.
- Conduct comprehensive research, analysis and horizon scanning on industry trends, competitive landscape, emerging opportunities and best practice in order to produce detailed reports and briefings that inform strategic decision-making.
- Keep up to date with regulatory and legislative requirements and ensure that where these are applicable, they are factored into Accent's strategies.
- Coordinate, prepare and submit responses to government consultations and inquiries.
- Engage with a wide range of stakeholders, including customers, colleagues, community organisations, government agencies, and investors, and work to communicate strategic goals, initiatives, and progress to stakeholders in an engaging manner.
- Work closely with the Community Engagement and Public Relations Teams to create and promote social impact initiatives and awareness campaigns
- Work closely with other members of the Strategy, Governance and Assurance team to ensure a coordinated, joined-up and resilient approach to team tasks and functions.

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:

- Degree or relevant experience in Environmental Science, Sustainability, Social Sciences, Business Administration, Social Policy, Housing or a related field.
- Proven experience in strategy and policy development and implementation, preferably within the housing sector.
- Strong understanding of ESG principles, frameworks, and reporting standards.
- Strong understanding of housing legislation, regulations, and best practices
- Excellent project management skills, with the ability to manage multiple initiatives simultaneously.
- Strong analytical skills and experience in data management and reporting.
- Excellent communication and interpersonal skills, with experience preparing reports for senior management and boards.
- Experience of working collaboratively with a diverse range of stakeholders

The added extras:

- experience working in a housing association or similar organisation.
- Familiarity with UK housing policy and strategic planning frameworks.
- Experience in coordinating ESG reporting and strategic initiatives in the housing or related sectors.
- Professional certification in sustainability or ESG, such as IEMA qualifications.
- Experience with ESG grants, ESG-linked loans, and KPI setting.
- Knowledge of community engagement, development and social impact measurement.

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.