

Job Description

Job title:	Housing Manager
Reports to:	Regional Housing Manager
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 Housing Manager, you will lead the delivery of housing services within a defined local patch, ensuring excellent customer experience and operational performance. You will manage a team of Housing Officers, driving visibility, responsiveness, and service quality across your area. This is a highly operational role with a strong emphasis on being present and accessible with an expectation that approximately 60% of your working week will be spent on-site, either in the office or out on patch with your team and customers.

You will be responsible for ensuring that services are delivered in line with Accent’s standards and values, with a clear focus on customer outcomes. Your leadership will ensure that your team is engaged, accountable, and consistently delivering high-quality housing services.

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 Housing Manager, you will lead with care and accountability, ensuring your team delivers responsive, efficient, and customer-focused services. You will foster a culture of visibility, ownership, and continuous improvement, ensuring that every interaction reflects our commitment to putting customers first and delivering value in everything we do.



Key Responsibilities and Duties

- You are accountable for the performance of your team within the region, your team's performance will contribute to the success of the region and the wider housing services function.
- You will lead by example and maintain professionalism, accountability and a performance focussed approach.
- You will ensure your team deliver high standards of customer service and embed a customer first approach.
- Monitor, evaluate and celebrate performance in key areas and provide support where required on key areas including income collection, tenancy and neighbourhood Management and ASB taking corrective action when needed to ensure targets are met.
- Report on team performance regularly highlighting trends, area of focus and driving improvements in operational performance and service delivery.
- Collaborate effectively with colleagues across housing services, including homeownership, and the wider organisation to ensure integrated consistent service delivery to achieve shared objectives.
- You will support team members with complex cases and escalations where required working with solicitors or internal Legal Team where required.
- You and your team will be visible in the communities we serve.
- Ensure services for customers are delivered effectively, as per regulation, law and procedure, and consistently in line with Accents approach, values and behaviours.
- You will have a good understanding of the customers and communities your team serves and spend time with colleagues and customers in those communities.
- You will build and maintain excellent working relationships with external partners including Local Authorities, the Police and other partner organisations to support our customers and address issues.
- Ensure compliance with housing policy and procedures, regulatory requirements, best practice and law.
- Represent Accent at court and tribunals.
- Assist colleagues with investigating complaints and feedback as part of Accent's complaints process and ensure lessons are learnt and improvements are implemented.
- Support the Regional Housing Manager in delivering regional KPIs, initiatives and objectives.
- Promote high levels of customer service and foster a culture of continuous performance improvement within the team.
- Ensure safe working practices are followed, including monitoring and reporting any health and safety breaches or incidents.
- Assist the Regional Housing Manager and act as their deputy if required.
- 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 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.
- Full UK driving licence and access to a vehicle.

The added extras:

- Experience working in a customer-facing role
- Active member of the Chartered Institute of Housing (CIH) and/or the Institute of Residential Property Management (IRPM).

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.