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JOB DESCRIPTION

POST: **Service Manager – Housing Needs & Standards**
DIRECTORATE: **Housing**
SERVICE AREA: **Housing Solutions**
REPORTING TO: **Head of Housing Solutions**

RESPONSIBLE FOR: Senior Environment Officers, Strategic Housing Manager, ILS & Grants Team Manager, Council Aids & Adaptations Officer

GRADE: 7

MAIN JOB PURPOSE:

To provide strategic and operational leadership for the Housing Needs and Standards service, ensuring the delivery of high-quality, legally compliant, and customer-focused housing and environmental health services (Private Sector Housing).

The postholder will lead and manage complex regulatory and statutory functions, requiring substantial technical knowledge and professional competence as an Environmental Health Officer (EHO). The role ensures the effective regulation of the Private Rented Sector, the enforcement of housing standards, and the delivery of services that protect public health, safety, and wellbeing.

The Service Manager will play a key role in shaping service direction, responding to legislative change (including the Renters' Rights Act), managing risk, and contributing to wider corporate and strategic housing objectives.

DUTIES AND RESPONSIBILITIES:

Strategic Leadership and Service Management

- Provide leadership, vision, and direction for the Housing Needs and Standards service, ensuring alignment with council priorities and statutory duties.
- Lead the development, delivery, and review of service plans, policies, and strategies relating to housing standards, environmental health, and private rented sector regulation.

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- Translate legislation, national policy, and best practice into effective local service delivery.
- Act as the council's technical lead for housing standards and environmental health matters within the service remit.

Technical and Professional Accountability (EHO Function)

- Provide expert professional oversight and assurance across housing and environmental health functions, drawing on **EHO training, qualifications, and experience**.
- Ensure enforcement activity is lawful, proportionate, evidence-based, and defensible.
- Sign off or oversee complex, high-risk, or high-profile cases, including formal enforcement action and legal proceedings.
- Ensure compliance with statutory duties under housing, public health, and environmental legislation, including emerging requirements under the Renters' Rights Act.
- Act as a senior technical advisor to Members, senior officers, and partners on housing standards and environmental health issues.

Operational Management

- Manage and support Managers and Team Leaders, ensuring staff are competent, supported, and professionally developed.
- Ensure effective performance management, supervision, and appraisal arrangements are in place.
- Oversee workload management, prioritisation, and resource allocation across the service.
- Drive continuous improvement, service efficiency, and consistency of practice.

Performance, Data, and Governance

- Ensure robust performance management arrangements, including use of data, KPIs, and intelligence to monitor service outcomes and compliance.
- Oversee data quality, reporting, and statutory returns for Housing Needs and Standards functions.
- Manage corporate governance requirements, including inspections, audits, FOIs, complaints, and responses to regulatory challenge.

Financial and Resource Management

- Manage and control service budgets, ensuring effective financial planning, monitoring, and value for money.
- Contribute to business cases, funding bids, and investment proposals linked to housing standards, Private Rented Sector enforcement, and service improvement.
- Ensure effective contract and commissioned service oversight where applicable.

Docusign Envelope ID: 9DE648BD-E460-8D21-8163-34491C2118BA

Partnerships and Corporate Contribution

- Represent the council at internal and external forums, regional groups, and partnership meetings.
- Work collaboratively with Planning, Legal, Public Health, Social Care, and external agencies to deliver joined-up housing outcomes.
- Advise elected members and senior leadership on complex and sensitive housing and enforcement issues.
- Contribute to emergency planning, response, and recovery under the Civil Contingencies Act 2004.

General Responsibilities

- Work in accordance with council policies, procedures, and values.
- Promote equality, diversity, and inclusion in service delivery and workforce management.
- Undertake any other duties commensurate with the seniority and responsibilities of the role.

Additional information

a) Does this job require a DBS check? **Yes**

b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. **Yes**/No

c) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office. Yes/**No**

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

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PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS The postholder must be able to demonstrate:	**MEASURED BY:** A Application form I Interview T/P Test/Presentation
EDUCATION/TRAINING *(Academic, vocational/professional and other training)*	
Degree or equivalent professional qualification in Environmental Health or a related discipline	A
Qualified Environmental Health Officer (EHO) and eligible for	A/I
Evidence of maintaining CPD and professional competence	A/I
KNOWLEDGE & EXPERIENCE *(e.g. report writing, office experience, Microsoft office)*	
Significant post qualification experience working as an EHO in housing and/or environmental health regulatory services	A/I
Substantial experience managing housing standards, PRS regulation, or environmental health enforcement functions	A/I
Demonstrable experience of leading complex enforcement activity, including legal action and formal notices	A/I
Experience of interpreting and implementing housing and public health legislation	A/I
Experience managing teams, including managers or senior professionals	A/I
Proven experience of performance management, service improvement, and operational planning	A/I
Experience of managing budgets and resources	A/I
Experience advising senior officers or elected members on technical matters	A/I
SKILLS/ATTRIBUTES *(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)*	
Ability to make complex, high risk technical and enforcement decisions	I
Excellent leadership and people management skills	A/I
Strategic thinking with the ability to translate policy into delivery	I
Strong analytical and problem-solving skills	I
Ability to communicate complex technical issues to non-technical audiences	I
High level of organisational and decision-making competence	

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OUR BEHAVIOURS	
Empowering, valuing and developing our people	I/TP
Valuing our customers	I/TP
Being open and honest	I/TP
Taking ownership	I/TP
Being ambitious	I/TP
EQUALITY AND DIVERSITY	
Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).	A/I







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