
Recruitment information

Job description and person specification

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|---------------------------|--|
| Your title | Residential Contracts and Compliance Manager |
| DBS check | This post requires a basic disclosure. |
| Post number | New |
| Your team | Housing Services |
| You would be based | Elmbridge Civic Centre, High Street, Esher, KT10 9SD |
| Your line manager | Head of Housing Services |



Elmbridge
Borough Council

About the role

Elmbridge Borough Council is landlord to around 100 homes, mainly comprising temporary accommodation for homeless households along with general-needs affordable homes for rent and we are adding to this portfolio. We became a registered provider of social housing in 2024 and are currently arranging for a new managing agent to take on much of the day-to-day housing management responsibilities from July 2025.

This is a new post responsible for delivering on our commitment to provide high quality temporary accommodation and affordable housing; ensuring that our tenants live in safe homes which are well managed and maintained; and that our managing agent is delivering a customer-focussed, value-for-money service, in line with the contract specification.

Reporting to the Head of Housing, you will manage one member of staff and closely collaborate with colleagues across the council, ensuring, along with our managing agent, that we are meeting our obligations as a landlord and the requirements of the Regulator of Social Housing and others.

The role will have responsibility for developing and maintaining financial controls and budget monitoring to ensure effective financial management of our residential landlord operation.

This is an exciting opportunity to apply your skills, knowledge and experience to help shape and develop a project at its early stages, whilst also providing you with opportunities to develop personally and professionally.

The main purpose of the role:

- Be responsible for managing the council's contract with our residential managing agent, with a focus on the mobilisation of the new service starting in July 2025 and delivery thereafter
- To monitor and review contract performance measures and delivery, and where appropriate, identify and lead on actions to remedy non-compliance or under-performance
- To monitor the council's compliance with regulatory and legal requirements and the Housing Ombudsman Service's complaints-handling code, identifying areas of concern or risk and recommending and / or implementing remedies.
- To collaborate with colleagues to make best use of the stock, minimise rent loss, ensure that appropriate financial controls are in place and that the stock is safe, well managed and maintained.

- To ensure that data returns to MHCLG, the Regulator of Social Housing and Housing Ombudsman Service and other statutory agencies are completed accurately and submitted on time
- To support and manage the council's Residential Property Co-ordinator and work closely with colleagues across the council, ensuring that collectively we meet our landlord responsibilities and have a positive working relationship with our contractors

Specific duties and responsibilities

1. Lead and owner for the council in managing the contract with our residential property managing agent and meeting our responsibilities within the contract
2. Owner of the council's residential property database
3. Lead contact for the managing agent, relevant third parties and colleagues within the council in relation to our residential portfolio
4. To proactively manage and oversee assurance of managing agent compliance with repairs, maintenance, health and safety and wider landlord services and obligations
5. To proactively manage and oversee assurance of managing agent's compliance with customer service standards set
6. To monitor and review contract performance measures and delivery, setting contract monitoring meeting agendas and chairing meetings
7. Identify, recommend and lead on action taken on non-compliance or concern about service delivery, in relation to the managing agent contact but also in relation to the council's compliance with regulatory standards set by the Regulator of Social Housing (as well as any other relevant bodies)
8. To consider and, if appropriate, approve repairs and void works arranged by the managing agent with a value of £2000 or more
9. To manage the council's approach to complaints relating to its residential landlord role, including oversight of the managing agent's performance and production of the council's Annual Complaints Report and ensuring compliance with the Housing Ombudsman's Service Complaints Handling Code
10. To deliver resident engagement opportunities for tenants at least twice a year in accordance with our Tenant Engagement Policy
11. To oversee collection, collation and reporting of Tenant Satisfaction Measures annually or biennially (as required)
12. To complete Local Authority Data Return (LADR) annually
13. Working with the council's Asset Management and Property Service, to procure and manage contracts in relation to the delivery of planned and proactive maintenance of the council's housing stock

14. To draft and review strategies, policies and procedures for the council in relation to its landlord role, consulting and engaging, where appropriate, with tenants, ensuring that we have a full suite of policies in place
15. To line manage and support the Residential Property Co-ordinator, to ensure their effective performance and contribution to the team's objectives.
16. To collaborate effectively with colleagues across the council to ensure the effective delivery of the council's residential landlord role, ensuring that the council's assets are effectively maintained, that void periods are minimised and that the mobilisation of any additional stock to the portfolio (, and that the lettings to the stock are timely and that the addition or removal of any stock from the portfolio is managed properly any stock to be commissioned or decommissioned is managed proper new ensuring the effective performance of the team
17. To work with the Head of Housing Services and the managing agent to ensure that accurate rents and service charges are set for properties that are added to the stock
18. To be responsible for managing the revenue budgets relating to our residential portfolio, including ensuring timely payment of rental income from the managing agent and effective liaison with Finance around processing of payments and monitoring and setting of budgets
19. To draft, prepare and present reports to senior management and councillors as required.
20. To co-ordinate the council's element of service charges with the managing agent, ensuring that the council complies with our legal requirements around service charges

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

Your conduct

We expect the highest standards of conduct from our employees and at all times you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining the privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom.

**Residential Contracts &
Compliance Manager**
Team: Housing Services
Salary: £52,633 - £57,106

Post no:
Hours: 36 hours
Car allowance: C3

Qualifications and education

| No. | Key requirements | Desirable/ essential | To be tested by: Application1 (A) Test (T) Interview (I) |
|-----|--|-------------------------|---|
| 1 | Educated to degree level | E | A |
| 2 | Chartered membership of the Chartered Institute of Housing (CIH) | D | A |
| 3 | Chartered Institute of Housing level 5 qualification (or equivalent) or the willingness to study for this. | E | A / I |

Experience

| No. | Key requirements | Desirable/ essential | To be tested by: Application1 (A) Test (T) Interview (I) |
|-----|---|-------------------------|---|
| 4 | Experience of managing and coaching staff | E | A&I |
| 5 | Significant experience of working in housing management for a Registered Provider of social housing | E | A & I |
| 6 | Experience in 'client-side' role – including the management of contracts and contractors relevant to housing management services – covering service design procurement, set-up, ongoing performance management and monitoring | E | A, I & T |
| 7 | Recent / current experience of meeting regulatory, statutory and legal requirements relating to the management of social housing | E | A & I & T |
| 8 | Significant experience of setting, monitoring and managing budgets effectively, including identification and delivery of cost-efficiencies | E | A & I |
| 9 | A demonstrable track-record in innovating and implementing change to deliver service improvements in housing management | E | A & I |

Knowledge, skills and abilities

| No. | Key requirements | Desirable/ essential | To be tested by: Application1 (A) Test (T) Interview (I) |
|-----|--|-------------------------|---|
| 10 | Excellent written and verbal communications skills | E | A & I |
| 11 | Skilled in negotiating, problem-solving and managing contracts robustly, whilst being able to maintain relationships | E | A & I |
| 12 | Good interpersonal skills, including the ability to build strong relationships with tenants, colleagues and partner agencies | E | A & I |
| 13 | Extensive knowledge of housing management policies and processes including rents, arrears, service charges, tenancy management, health and safety and regulatory standards in relation to social housing | E | A & I |
| 14 | Ability to think innovatively and deliver service improvements and high levels of customer satisfaction | D | A |
| 15 | Skilled in the use of data and digital solutions to measure performance and value for money and to support improvements in service and cost-effectiveness | E | A & I |
| 16 | Well organised, with the ability to manage time, prioritise and delegate, where appropriate | D | A& I |
| 17 | A commitment to equal opportunities and providing customer focussed services | E | A&I |

Special requirements

| No. | Key requirements | Desirable/ essential | To be tested by: Application1 (A) Test (T) Interview (I) |
|-----|---|-------------------------|---|
| 18 | Holds a current full UK driving licence | E | A |