



## **Head of Portsmouth Homes**

**Salary:** Band 15 - £76,335 - £85,316 p.a.

**Hours per week:** 37 Monday - Friday (some out of hours working may be required)

**Location:** Portsmouth Civic Offices and across 3 area housing offices in Portsmouth and Havant

**Contract type:** Permanent

### **The Service:**

Portsmouth City Council's Portsmouth Homes housing story is built on over a century of innovation, care and commitment to our communities. From the city's first council homes to the post-war neighbourhoods that helped families rebuild their lives, we've always believed that good housing transforms futures.

Today, Portsmouth Homes manages around 17,000 council homes and leases across the region, continuing that legacy. We're dedicated to providing safe, modern homes and strong neighbourhoods where people feel valued, supported and proud to live and are on an improvement journey to ensure we achieve a minimum C1 standard for all our services.

### **What is the role?**

Portsmouth Homes is seeking an experienced and forward-thinking Housing Professional to lead our Housing Management and Leasehold services teams. This is a senior leadership role responsible for ensuring high-quality services, strong regulatory compliance, and an excellent experience for all residents—whether tenants, leaseholders or shared owners.

You will be part of the senior leadership team shaping strategic priorities across housing and leasehold management, driving service improvements, and you will lead a multi-disciplinary team to deliver consistent, customer-centred outcomes. You will also play a key role in supporting the organisation's response to the Social Housing (Regulation) Act and the Regulator of Social Housing's Consumer Standards.

The Housing Management service has recently been through a review resulting in a new structure focused on enhancing customer service and Portsmouth Homes visibility to our tenants out in the community so you will be responsible for the embedding of this structure and new ways of working as well as developing and inspiring your teams.

### **Key Responsibilities:**

- Lead, develop and motivate the Housing and Leasehold Management teams to deliver excellent, responsive and compliant services.
- You will inspire teams to deliver their best, raising performance standards and embedding a culture of excellence
- Oversee effective tenancy and estate management, neighbourhood interventions, and leasehold compliance.
- Ensure adherence to all relevant legislation, regulatory standards, safeguarding and health & safety requirements.
- Drive continuous improvement, digital innovation and modern service design.
- Lead on complex casework, safeguarding issues, ASB management and building strong multi-agency partnerships.



- Manage budgets and resources to ensure efficient, value-for-money service delivery.
- Strengthen customer engagement and ensure resident insight informs service improvements.
- Collaborate with peers throughout Portsmouth Homes to ensure we provide a seamless service to our residents
- Embed the new housing structure and ways of working

### **Who is the person?**

You should have:

Skills, Knowledge & Experience:

- The CIH level 5 diploma in Housing or be prepared to study for it
- Strong leadership skills with the ability to inspire, develop, and manage multidisciplinary teams
- Significant senior management experience in social housing, including tenancy and leasehold management.
- A strategic mindset with a strong understanding of housing law, leasehold responsibilities and regulatory compliance.
- Experience leading teams through change, service improvement and modernisation.
- Proven ability to manage risk, complex cases and sensitive resident issues.
- Experience of communicating at a senior level with senior leaders and council members/MPs
- Experience of driving improved performance in a social housing setting.
- Able to interrogate data with precision, drawing out key trends and insights that drive effective action

Attitudes & Behaviours:

- A people-centred leader with a genuine commitment to delivering excellent resident experience and support for teams.
- Collaborative, open and solution-focused in approach.
- Strong communicator with the ability to influence partners and build effective relationships.
- Resilient, positive, and motivated to achieve continuous improvement.
- A passion for delivering outstanding resident experiences and high-quality housing services.
- Flexible in approach and willing to attend events and activities outside usual business hours as required

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

### **General Data Protection Regulation (GDPR)**

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).