

# Head of Housing Management

## Recruitment Pack

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January 2026



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# Welcome letter

Thank you for considering this key role with us here at Berneslai Homes. I hope this pack provides useful insight into who we are and what we're seeking in our new Head of Housing Management.

At Berneslai Homes, we're responsible for managing around 18,000 homes on behalf of Barnsley Council. We support tenants and work together to create thriving communities.

We're a key community anchor organisation with a strong reputation and high visibility across our neighbourhoods. Our heritage is one of deep roots in the past but with eyes on the future - we're passionate about changing people's lives for the better.

Supporting tenants to successfully sustain their tenancy in well managed neighbourhoods is critical to ensure that everyone has a great place in which to live and thrive.

We're extremely proud that Barnsley Council, in partnership with Berneslai Homes, became the first local authority partnership in the UK to receive a top-tier C1 grading from the Regulator of Social Housing, recognising our delivery of high-quality housing services, strong tenant engagement, and effective governance. [You can read about this on our website.](#)

The environment for social housing providers continues to present significant challenges. At Berneslai Homes, every team member is committed to living our core values - the '3 Cs': Customer First, Can Do, and Curious. These principles are embedded in everything we do, and it's essential that you can demonstrate them in your role.

As Head of Housing Management, you'll work closely with the Executive Management Team and play a key role in the Senior Management Team to ensure that strategic and local objectives are achieved for our tenants and the wider community.

Should you require more information, please do not hesitate to contact our key contact – details can be found on page 5 of this pack.

Best wishes,

**Dave Fullen**

Executive Director of Customer and Estate Services





# Your application

Thank you very much for your interest in this position at Berneslai Homes.

On the following pages you'll find further details of the role and the selection process to assist you in completing and tailoring your application.

To apply, we'll need the following from you:

- An up to date CV setting out your career history, with key responsibilities and achievements. Please also include details of all roles that you currently hold.
- A statement of suitability (no longer than two pages) explaining:
  - your motivation for applying for this role
  - how you consider your personal skills, qualities, and experience provide evidence of your suitability for the role with particular reference to the information included in this pack.
- Your home, mobile, and email contact details, and let us know any dates you're not available or may have difficulty with the indicative schedule.
- The names, positions, organisations, and contact details for two referees, one of whom should be your current or most recent position. We wouldn't approach these referees before shortlist stage, and only with your permission. If you don't wish us to approach your referees at any stage, please state this clearly.
- In addition, to be considered for the role, you'll be asked to complete a diversity monitoring form.

**Please send the above to Emily Power, People Business Partner by emailing [emilypower@berneslaihomes.co.uk](mailto:emilypower@berneslaihomes.co.uk) by 11:59pm on Sunday 1 February 2026.**

If you'd like a confidential discussion about this opportunity, please contact:

Kat Allott-Stevens

Head of Estate Services

Email: [kathereineallott-stevens@berneslaihomes.co.uk](mailto:kathereineallott-stevens@berneslaihomes.co.uk)

Phone: 07802 854133

# Key dates and selection process

The indicative schedule for the process is as below:

Closing date	1 February 2026
Preliminary interviews with the Head of People and Culture / People and Culture Manager	9-13 February 2026
On site interview date	23 - 26 February 2026

If you're unable to attend meetings on any of the indicative dates above, please contact Emily Power, People Business Partner ([emilypower@berneslaihomes.co.uk](mailto:emilypower@berneslaihomes.co.uk)) before making an application.







# About us

Barneslai Homes is a Local Authority Housing Company, 100% owned by Barnsley Council, delegated to provide services to council housing across the borough. We were established in December 2002 and employ over 500 staff.

## Our vision and values

<b>Our vision is clear:</b>	Creating great homes and communities with the people of Barnsley.
<b>Our mission supports our vision:</b>	Great place, great people, great company. Creating and developing vibrant neighbourhoods where diverse communities thrive and develop; attracting and retaining talented people, serviced by a diverse organisation.

Everyone who works for Barneslai Homes embraces our 3 Cs values and applies them to their role:



[Our Strategic Plan 2021-31](#) 'Roots in the past, eyes on the future', focuses on how we can build for the future by supporting our local communities, listening to our customers, and keeping an eye on the external environment, assessing and acting on the challenges and opportunities we face.



# Job description

## Head of Housing Management

**Salary**

£75,059 to £83,148 per annum

**Directorate**

Customer and Estate Services

**Responsible to**

Executive Director of Customer and Estate Services

**Supervisory responsibility**

See structure on page 16

**Budget responsibility**

£5.8 million, including revenue and capital

**Purpose of post**

As a senior leader within Berneslai Homes, you will work closely with the Executive Management Team to deliver the Company's Strategic Plan and drive continuous improvement across housing and tenancy management, income and leaseholder services, community buildings, ASB services, and specialist support initiatives. You will ensure services are customer-focused, legally compliant, and based on prevention and early intervention, while embedding safeguarding and support for vulnerable customers at the heart of operations.

The role involves leading transformational housing initiatives, managing significant budgets and teams, and representing Berneslai Homes at key strategic partnerships. You will oversee Service Level Agreements, secure and deliver externally funded projects, and act as the Company's Safeguarding Lead. In addition, you will deputise for the Executive Director when required and lead responses to emergency incidents, ensuring that services remain adaptable, innovative, and aligned with community needs.



# Duties and responsibilities

## As part of the Senior Management Team:

- 1 Lead the strategic development and operational delivery of estate, tenancy, income, leaseholder, and specialist support services, ensuring alignment with the company's Strategic Plan, compliance with legal and regulatory standards and statutory policies and protocols.
- 2 Drive transformational initiatives and continuous improvement, adapting services to meet changing customer and community needs.
- 3 Act as the company's Safeguarding Lead, advising senior leadership and ensuring robust safeguarding protocols for vulnerable customers.
- 4 Oversee legal compliance, governance and assurance across all service areas, including tenancy management, anti-social behaviour, and income/ leaseholder services.
- 5 Build and lead high-performing, diverse teams, fostering a culture of professionalism and continuous improvement.
- 6 Establish and maintain effective partnerships with local authorities, police, health services, and other agencies to achieve shared objectives.
- 7 Negotiate positive outcomes in high-risk situations.
- 8 Champion a customer-centric approach, ensuring services are designed and delivered based on customer experiences and feedback.
- 9 Develop and maintain locality-based engagement frameworks to give customers a meaningful voice in service design and delivery.
- 10 Manage substantial budgets and resources, ensuring value for money and financial sustainability.
- 11 Monitor, review, and report on performance data, trends, and risks, using insights to drive service improvements and maximise revenue.
- 12 Source, apply for and deliver externally funded contracts ensuring compliance with complex funding and contractual requirements.
- 13 Lead major change programmes, including new business initiatives, IT developments, and process improvements to enhance service efficiency and effectiveness.
- 14 Represent the company at strategic partnerships and reviews, including safeguarding boards and leading on emergency incident responses.
- 15 Ensure compliance with corporate policies, health and safety, equality, diversity and inclusion and support wider organisational objectives.

## To comply with the following Corporate Responsibilities:

- 1 Ensure a customer focused approach in all aspects of service delivery.
- 2 Meet the needs of both internal and external customers by providing the highest quality of service.
- 3 Support the development and implementation of good working practices in line with Health and Safety and Inclusion policies.
- 4 Handle sensitive information with strict adherence to confidentiality, data protection and freedom of information requirements.
- 5 Maintain information systems in line with service requirements.
- 6 Participate in identifying training needs and undertake professional development as required.
- 7 Take a pro-active approach to inclusion.
- 8 Attend meetings, briefings and conferences as required.
- 9 Provide support to other members of the Directorate as required.
- 10 Effectively communicate Berneslai Homes' Core Competencies
- 11 Ensure compliance with Berneslai Homes' Financial Regulations.
- 12 Be willing to work outside normal office hours as necessary.
- 13 Undertake any other duties commensurate with the grade and scope of the post as requested by management.









# Employee specification

## Qualification requirements

Number	Criteria	Measured by
1	Relevant degree or equivalent professional qualification and substantial equivalent experience.	CV
2	Comprehensive specialist expertise in governance, compliance, legislation, information management, risk and assurance, developed through study and experience.	CV
3	Extensive Safeguarding expertise for adults and children acquired through professional experience.	CV
4	Extensive experience of Housing Law and Social Housing Codes of Practice.	CV
5	Possess, or commitment to undertake a Level 5 qualification in Housing (e.g. Chartered Institute of Housing etc.) in line with Social Housing Act (2023).	CV

## Inspirational attitude

Number	Criteria	Measured by
6	Inspirational leader who creates a positive working environment and earns respect.	Interview
7	Strong operational knowledge and expertise relevant to the service portfolio.	Interview/ Assessment
8	Able to work at executive levels, influence and persuade others, and handle conflict.	Interview
9	High personal and professional integrity, initiative and drive for excellence.	Interview

## Achieving a high performance culture

Number	Criteria	Measured by
10	Experience in fast paced environments, demonstrating resilience and excellent decision making skills.	Interview
11	High professional standards with the ability to work autonomously.	Interview
12	Ability to recognise strategic opportunities and apply outcome-based approaches.	Interview
13	Proven track record in developing and managing high-performance cultures.	Interview

## Change and innovation

Number	Criteria	Measured by
14	Strategic thinker, adaptable to change and able to deliver successful strategies and change programmes.	Interview
15	Proven skill in analysing complex data and clearly presenting findings for various audiences.	Interview

## Development of people

Number	Criteria	Measured by
16	Senior leadership experience in complex public sector environments.	Interview
17	Experience leading diverse teams, with coaching and management abilities, adopting a collaborative and constructive approach.	Interview
18	Commitment to the personal development of self and others.	Interview

## Managing resources

Number	Criteria	Measured by
19	Experience of commercial negotiations and contract management.	Interview
20	Proven budget management experience, including externally funded projects.	Interview
21	Experience in policy and strategy development and implementation.	Interview
22	Proven project and programme management experience (including implementation of IT systems) within budget, consistently ensuring value for money.	Interview

## Customer focused

Number	Criteria	Measured by
23	Customer focused and adept at removing obstacles to ensure outstanding customer service.	Interview
24	Able to manage sensitive and confidential information.	Interview
25	An understanding and commitment to equality, diversity and inclusion.	Interview
26	Able to work flexible hours and travel as necessary to meet the needs of the service.	Interview

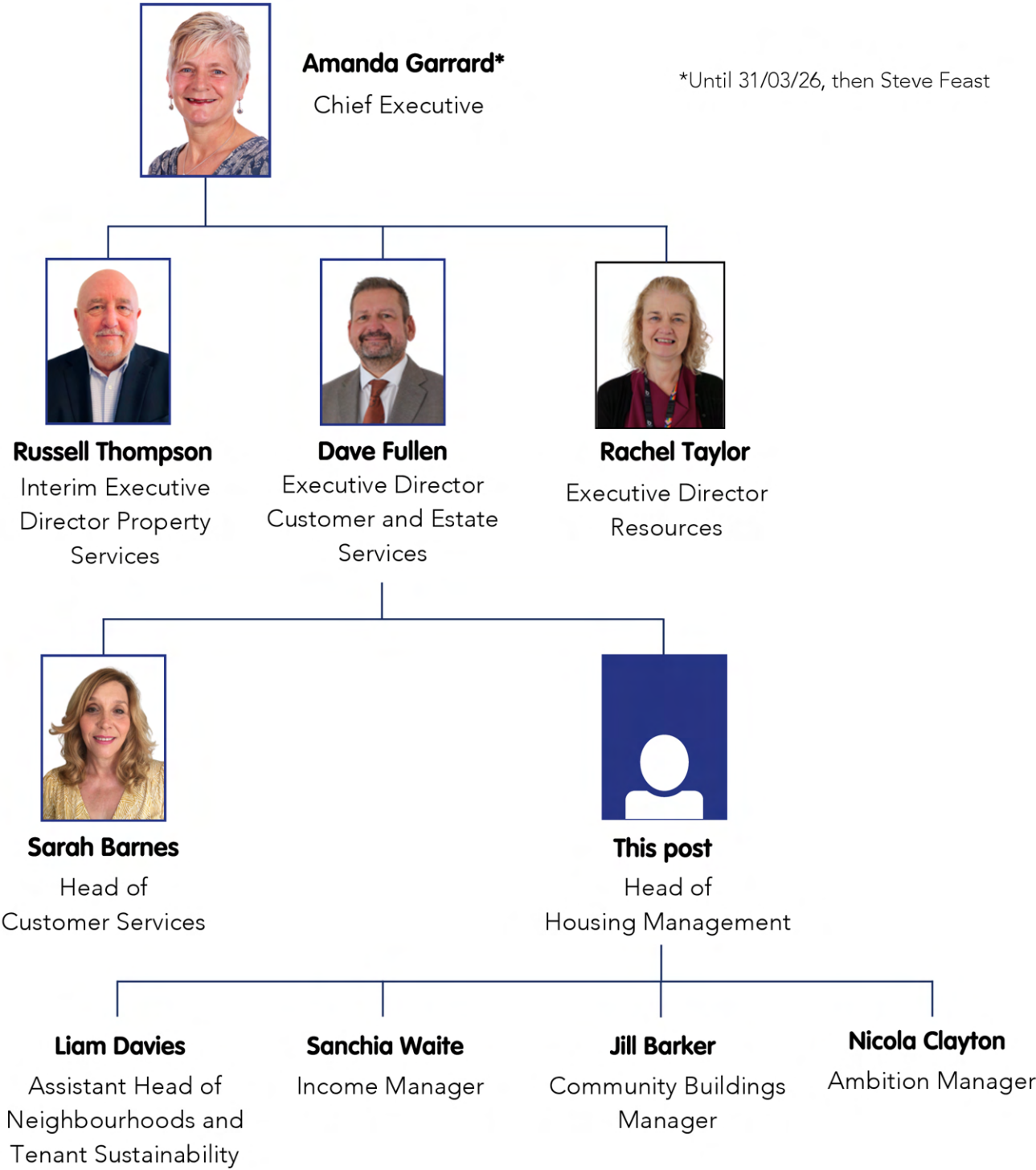
## Communication

Number	Criteria	Measured by
27	Strong communicator, able to present at Board level and build trusted relationships.	Interview
28	Effective networker and influence at senior levels.	Interview





# Management structure



# Key terms and conditions



## Annual Leave Entitlement

You'll have the opportunity to take up to 36 days leave, plus Bank Holidays.



## Car Usage

Mileage rates are payable in line with HMRC's approved mileage rates (currently 45p per mile).



## Place of Work

This post is based at Gateway Plaza, Barnsley. You can however work on an agile basis, including from home, in accordance with the requirements of the service.



## Probation and Notice Period

The probation and notice period are 6 months and 3 months respectively. The probation period does not apply to existing employees.



## Pension

Your pension will be with South Yorkshire Pensions Authority, with a current employer rate of 10.1%.



## Professional Fees

There is the opportunity for your annual fees to be paid to one professional body.



## Hours of Work

We offer a standard working week for full time employees of 37 hours. Due to the seniority of the post, there is a requirement for flexibility to meet responsibility needs.



## Parking

Free parking is available at our Gateway Plaza office in Barnsley town centre.





[www.berneslaihomes.co.uk](http://www.berneslaihomes.co.uk)



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