



## Housing Team Leader

### About the Team and the Role

The Housing Team Leader will provide day-to-day operational leadership and supervision to a team of Housing Officers, ensuring that housing management services are delivered consistently, accurately, and in line with agreed policies and procedures.

The role is focused on coordinating workloads, maintaining service standards, coaching and supporting staff to deliver high-quality, person-centred housing management for people with learning disabilities. The post-holder will act as the first point of escalation for complex operational issues and will work closely with other teams and the Head of Housing to ensure that service delivery aligns with organisational priorities to ensure our homes and communities are welcoming, well-maintained, and inclusive.

The Housing Team Leader does not hold strategic, financial, or organisational risk accountability but plays a critical role in translating policy and service standards into effective frontline practice to make a meaningful difference in people's lives while contributing to our mission and living our values.

### What you will bring to the role (Essentials)

- Proven experience working in a housing management role within social housing, supported housing, or a related sector, with a strong understanding of tenancy management processes.

- Experience of supervising or supporting staff in a frontline housing or customer-focused environment, including allocating work, monitoring performance, and providing constructive feedback.
- Practical knowledge of day-to-day operational housing management activities, including tenancy sign-ups, tenancy sustainment, voids, neighbourhood issues, and responding to tenant queries.
- Ability to coach and support Housing Officers to manage issues such as anti-social behaviour, rent queries, housing benefit claims, and tenancy breaches in line with policy.
- Strong organisational skills, with the ability to prioritise workloads, ensure deadlines are met, and maintain accurate records and data.
- Confidence in acting as a point of escalation for complex or sensitive housing issues, escalating appropriately to the Head of Housing when required.
- Experience of working collaboratively with internal colleagues and external partners, including support providers and local authority teams, to resolve operational issues.
- Commitment to inclusive, person-centred practice and an understanding of the needs of people with learning disabilities.
- Clear communication skills, with the ability to explain housing processes and decisions in an accessible and supportive way.
- A proactive and solutions-focused approach, with the ability to support continuous improvement in service delivery.

**Please note:** This job description is not intended to be exhaustive. Duties and responsibilities may evolve over time to reflect the needs of the organisation and the role.



We are **passionate**  
about making the  
world a better place



We are **positive**  
in our work and  
with each other



We are **brave**  
we challenge and  
try new things



We are **kind**  
to everyone



We are **inclusive**  
of everyone



“This isn’t just a job - it’s a chance to help change the lives of people with a learning disability and their families. If you’re passionate about making a difference, join Mencap in building a more inclusive future.”

## Mencap and our Commitment to Safeguarding

Mencap is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment.

Successful applicants will be subject to appropriate pre-employment checks, including references and, where applicable, an enhanced Disclosure and Barring Service (DBS) check.



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