

Role Title	Housing Management Operations Lead
Corporate Focus	LHA Group
<p>Objectives</p> <p>The Operational Lead for Housing Management is responsible for delivering high-quality, customer-focused housing services, acting as the primary operational lead for the Director of Business Transformation & Housing Management. The role ensures that the organisation’s housing management strategy is translated into effective day-to-day delivery across tenancy management, tenant engagement, estate management, allocations, income management, and tenancy sustainment.</p> <p>Working closely with the Director, the post ensures services are consistent, compliant, and aligned with organisational values, regulatory standards, and customer needs.</p> <p>This job description is a general guide to the tasks to be fulfilled.</p>	
Accountability	Director of Business Transformation & Housing Management
Management Responsibility	Housing Management Team
Main Location / Base	101 High Street, Fort William
Hours of Work	35 hours per week
Date Approved	April 2026

Delivering the Housing Management Strategy

- Lead the operational implementation of the housing management strategy set by the Director.
- Ensure operational plans, service standards, and procedures reflect strategic priorities and regulatory requirements.
- Provide insight, data, and recommendations to the Director to support strategic planning and continuous improvement.

Operational Delivery of Housing Services

- Oversee day-to-day delivery of tenancy management, allocations, estate management, ASB responses, income management, and tenancy sustainment.
- Ensure services are delivered consistently, efficiently, and in line with agreed performance targets.
- Lead operational responses to complex tenancy issues, safeguarding concerns, and neighbourhood challenges.
- Maintain accurate customer and tenancy data to support operational decisions and regulatory reporting.

Customer Experience & Engagement

- Ensure housing services are accessible and person-centred.
- Lead operational responses to customer complaints, service failures, and escalations, ensuring learning is embedded.
- Support tenant engagement activities, ensuring customer voice informs service design and improvement.

- Ensure clear, empathetic communication with tenants about rights, responsibilities, and service standards.

Performance Management & Service Improvement

- Monitor and improve performance across arrears, voids, ASB, allocations, and customer satisfaction.
- Use data, KPIs, and customer insight to identify trends, risks, and opportunities for improvement.
- Lead operational service redesign and continuous improvement initiatives aligned with the Director’s strategic direction.
- Produce high-quality operational reports for the Director, senior leadership, and governance structures.

Compliance, Risk & Regulatory Assurance

- Ensure compliance with the Scottish Housing Regulator’s standards and outcomes.
- Maintain robust systems for safeguarding, tenancy enforcement, complaints handling, and equality duties.
- Provide the Director with accurate compliance reporting and early warning of operational risks.
- Support preparation for regulatory engagement, audits, and assurance processes.

Financial & Resource Management

- Manage operational budgets for housing management services, ensuring value for money.
- Monitor expenditure, forecast service needs, and ensure effective resource allocation.
- Support the Director in developing business cases, service models, and investment proposals.
- Support procurement activity within the housing management function, ensuring compliance with regulatory requirements, organisational procurement policy and governance frameworks. Drive robust commercial decision-making, delivering value for money and incorporating sustainability, risk and whole-life cost considerations..

Leadership, Culture & Team Development

- Provide day-to-day leadership to housing management staff.
- Foster a culture of accountability, wellbeing, and customer focus, aligned with the Director’s leadership approach.
- Support staff development, supervision, and performance management.
- Build strong working relationships with internal teams, partners, and external agencies.

Other Responsibilities

- Promote LHA’s values and strategic objectives in all interactions.
- Commit to personal and professional development and maintain sector-relevant expertise.
- Undertake additional strategic responsibilities as required by the Director of Business Transformation and Housing Management.

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Specific Resources Associated with this role

Essential Car User's Allowance Mobile Phone / ICT
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Key Relationships

Highland Council, Scottish Housing Network, Scottish Housing Regulator, Scottish Federation of Housing Associations.
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