



Job Title: Head of Housing

Salary: £42,545

Responsible to: Deputy Director of Housing

Contract: Permanent

Location: Based at our main office, 35 Salem St, Bradford, with frequent travel around the Bradford district.

Hours of Work: This is a full-time post, 37.5hrs per week. Core hours are Monday to Friday 9am to 5pm. The post holder is expected to work flexibly in managing the housing provision across Bridge's service portfolio.

Bridge is seeking a proactive and experienced Housing Professional to lead on the acquisition, management, and compliance of our supported housing portfolio. This role will support Bridge's mission and strategic goal of expanding its housing stock and becoming a Registered Provider of Social Housing (RP).

The postholder will be responsible for property acquisitions (purchase and leasing), asset management, and landlord safety compliance across Bridge's housing services. They will ensure all homes are tenancy-ready, safe, and fully compliant with required legislation and requirements including the Decent Home Standard and the Housing Health and Safety Rating system (HHSRS)

This role is pivotal to Bridge's growth and journey towards Registered Provider registration. Over the next two years, our asset portfolio is expected to expand from 30 to around 80 units, and the postholder will lead the development of a robust asset management and compliance framework to support that growth.

Because of our size, the postholder will cover a variety of responsibilities that in larger providers would be divided across several teams. This makes the role ideally suited to someone with a housing background and a sound knowledge of housing or property compliance, proven leadership skills, and experience of governance or assurance, who is now ready to take the next step in their career supporting and growing with us. The post holder will be working closely with the Executive Team and governance groups.

MAIN DUTIES AND RESPONSIBILITIES:

ACQUISITION

- Lead on identifying and acquiring new properties to expand Bridge's supported housing portfolio in line with strategic growth objectives.
- Develop and maintain key stakeholder relationships with property agents, developers, landlords, and partner organisations to source suitable housing opportunities.
- Negotiate purchase or lease terms to ensure best value for money and suitability for supported housing use.
- Commission and oversee pre-acquisition surveys, including structural, environmental, and compliance assessments.
- Liaise with valuers to obtain accurate market valuations and ensure financial viability of acquisitions.
- Work closely with solicitors to manage legal due diligence, contract negotiation, and completion processes.
- Ensure all acquisitions meet regulatory, financial, and operational requirements, including suitability for vulnerable tenants and compliance with housing standards.
- Maintain detailed records of acquisition activity, including costings, timelines, and risk assessments.

ASSET MANAGEMENT

- Oversee day-to-day management of Bridge's supported housing stock, including voids, lettings, repairs, inspection cycles, and tenancy repairs satisfaction.
- Ensuring that property voids are minimized through proactive planning, efficient turnaround processes, and close coordination with support teams and contractors.
- Responsibility for ensuring all repairs are completed within agreed timescales, prioritising urgent and health & safety-related issues.
- Supervising contractors to deliver high-quality services to tenants.
- Keeping accurate and timely record-keeping of property conditions, tenancy agreements.
- Responsible for meeting the Tenant Involvement and Empowerment Standard across Bridge's housing services

COMPLIANCE

- Ensure all housing operations comply with relevant legislation, regulatory standards, and internal policies.
- Lead on compliance with the Regulator of Social Housing's standards, including those relating to governance, financial viability, and consumer standards.

- Ensure all properties meet the Decent Homes Standard, including requirements for safety, state of repair, modern facilities, and thermal comfort.
- Review, revise, develop and implement all health and safety protocols, safeguarding procedures, and data protection measures across the housing portfolio.
- Maintain accurate compliance records and ensure timely completion of statutory checks (e.g. gas safety, fire risk assessments, electrical inspections).
- Prepare for and respond to audits, inspections, and regulatory reviews, ensuring full transparency and accountability.
- Monitor changes in housing law, regulatory guidance, and best practice, and ensure these are reflected in operational procedures and staff training.

BUDGET SETTING & FINANCIAL MANAGEMENT

- Lead on annual budget setting for housing maintenance and investment.
- Monitor expenditure against budget and ensure cost-effective service delivery.
- Produce regular financial reports and forecasts for senior management.
- Identify opportunities for savings and efficiencies without compromising service quality.
- Ensure compliance with financial controls and procurement policies.
- Support the finance department in ensuring that rents and Enhanced Housing Benefit claims are reviewed and set in accordance with Bridge's rent setting policy whilst also ensuring the financial sustainability of Bridge's supported housing schemes.

CONTRACTOR SOURCING & MANAGEMENT

- Source, vet, and appoint approved contractors for repairs, maintenance, housekeeping, and compliance works.
- Maintain and update the approved contractor list in line with procurement and quality standards.
- Monitor contractor performance against service level agreements (SLAs) and key metrics.
- Ensure contractors meet health and safety, safeguarding, and regulatory requirements.
- Resolve disputes or service failures and escalate where necessary.
- Work collaboratively with contractors to improve service delivery and value for money.
- Ensure contractors provide appropriate Health & Safety Risk Assessments and Method Statements (RAMS) for works.
- Liaising with the Housing Officers on furnishing and dressing properties.

GOVERNANCE & ASSURANCE

- Contribute to Bridge's governance framework by ensuring housing operations are well-documented, risk-managed, and aligned with strategic objectives.
- Maintain and regularly update the housing risk register, identifying emerging risks and mitigation strategies.
- Write and maintain asset related policies and procedures.

- Provide timely and accurate reports to internal assurance groups, including senior management, audit committees, and governance boards.
- Support reporting to external assurance bodies, including the Regulator of Social Housing (RSH), local authorities, and funding partners.
- Ensure transparency and accountability in decision-making and performance monitoring across housing services.

BECOMING A REGISTERED PROVIDER OF SOCIAL HOUSING

- Support Bridge's strategic goal of becoming an RP.
- Preparing documentation, policies, and procedures required for registration with the RSH.
- Ensure housing operations align with regulatory standards for governance, financial viability, and tenant engagement.
- Contribute to the development of compliance frameworks and reporting mechanisms to meet RSH expectations.
- Liaise with internal teams and external advisors to support the registration process and ongoing regulatory readiness.
- Responsible for post registration ongoing compliance, monitoring and reporting.

Person Specification: Head of Housing			
Attributes	Essential criteria	Desirable criteria	How Identified
Qualifications	- Educated to CIH or CIOB level 4. - or - Equivalent experience through time served in a housing or property related discipline.	- Educated to CIH or CIOB Level 5. - Membership of a Professional Body (IOSH/NEBOSH, CIHCM, ASCP as examples) or a willingness to achieve within a reasonable timescale.	Application Form Interview Certificates
Experience	- At least three years of experience working in housing or the property sector. - Strong background in social/supported housing asset management. - Significant experience of managing compliance, risk management and regulated activity within a social housing setting. - Experience in contractor procurement/management and VFM. - Experience of financial planning in respect of revenue and capital expenditure and the implementation of budgetary monitoring and control.	- Five or more years of experience working in housing or the property sector. - Experience with Approved Contractors frameworks; knowledge of Construction (Design and Management) Regulations 2015 (CDM 2015). - Experience in a management capacity, including supervision.	Application Form Interview
Knowledge and skills	- Demonstrable knowledge of RSH standards, statutory landlord safety, and RP compliance. - Knowledge of all aspects of housing compliance landlord responsibilities including Gas Safety (and other heating systems), Electrical Safety, Legionella, Lifts,		Application Form Interview

	Asbestos, Fire safety, Building Safety, Damp, Mould & Condensation. • Familiar with asset management systems and data reporting methods to deliver the asset management, maintenance and building compliance functions. • Demonstrable track record of reducing voids/re-let times. • Skilled in writing policies/procedures and presenting assurance packs to governance groups.		
General	• Willingness to keep abreast of relevant professional developments and to undertake training for the post. • The post-holder must adhere to Bridge Policies/Guidelines in force within the organisation. • The post-holder is expected to be flexible with regards to working hours to meet the requirements of the post. • Willingness to work within a performance managed environment and contribute to performance reporting. • Willingness to contribute to the training and development of others, undertake regular supervision and appraisal in line with Bridge policies and actively participate in own professional/personal development and have clear resiliency strategies. • Possess a full valid driving licence with access to a vehicle with business insurance cover. • Willing to travel in order to fulfil the requirements of the post. • Conform to standards of dress, which reflects a professional service.		Application Form Interview

Key Behaviours

The following key behaviours are expected of all employees at Bridge. They represent the standards of conduct, collaboration, and professionalism that underpin how we work with each other, with our partners, and with the people who use our services.

Behaviour	Description
Works Proactively	Demonstrates initiative, thinks ahead, and takes prompt action to solve problems; completes tasks, overcomes obstacles and seizes opportunities.
Leads Change & Improves Performance	Responds quickly and positively to change, seeking to continuously improve performance by learning quickly from our mistakes, celebrating our successes, and constantly developing our people and processes.
Demonstrates Creativity & Innovation	Applies creative and lateral thinking to organisational issues; challenges the status quo and introduces new ideas, methods and processes.
Client & Customer Focused	Focuses on and understands the needs of internal and external service users, members and other stakeholders and strives to deliver a prompt, effective and personalised service. (For 'service users', please also read members, stakeholders, and audiences).
Influences Others & Communicates Effectively	Positively influences others and where appropriate persuades them to change their views, intentions or actions. Listens closely and communicates clearly both verbally and in writing.
Applies & Shares Expert Knowledge	Demonstrates the specialist knowledge and technical requirements of the job. Applies skills and experience to perform the job effectively, completes work to a high standard and shares knowledge across the organisation.
Works Collaboratively with Others	Works collaboratively with others for the good of the business; builds a network of good relationships and develops a thorough understanding of the organisation and the wider sector.
Values & Respects Others	Respects other individuals; listens and takes into account different opinions, feelings and motivations; is trustworthy and acts with integrity; responds and acts constructively towards others.