

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

## Supported Housing Regulatory Compliance Lead Officer

Revenues and Benefits, Resources Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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## **Purpose and impact:**

The purpose of this role is to provide senior technical leadership for the Council's Supported Housing Regulatory Compliance Programme by interpreting and operationalising complex Housing Benefit, Care Act and Supported Housing regulatory frameworks, ensuring that Supported, Specified and Temporary Accommodation providers meet all statutory and regulatory standards, driving improvements in governance, performance, quality and value for money.

## **Accountable to:**

This role is accountable to the TA/SEA and Subsidy Manager. The role sits within Revenues and Benefits, part of the Resources Directorate in West Northamptonshire Council.

## **Responsibilities:**

1. Serve as the Council's subject matter technical expert on the interpretation and operational application of Housing Benefit regulations, the Care Act, Supported Housing regulatory standards, and associated national legislation.
2. Lead the development, design and review of policies and operational processes to ensure full regulatory compliance and to maximise the Council's Housing Benefit subsidy entitlement, through detailed analysis of non-commissioned providers, identifying subsidy loss exposure and implementing corrective actions.
3. Lead the Council's implementation of the Supported Housing (Regulatory Oversight) Regulations 2023, ensuring the licensing scheme, person-centred support standards, and strategic planning requirements are met through governance arrangements and evidence-based frameworks to ensure provider compliance with regulatory standards.
4. Develop and maintain a quality assurance system that consolidates evidence, provider submissions, HB assessments, compliance data and regulatory findings.
5. Assure the accuracy and accountability of decision-making for internal and external audit purposes, ensuring all processes withstand financial scrutiny, subsidy audit testing and regulatory review.
6. Lead complex negotiations with internal partners (Housing, Homelessness, Adult Social Care, Children's Services) and external housing providers to ensure compliance with HB regulations and supported housing standards through regulatory guidance to landlords, managing agents and supported housing providers.
7. Represent the Revenues & Benefits service at cross-sector forums, regulatory networks and corporate working groups, including homelessness and rough sleeper initiatives.
8. Undertake detailed technical assessments of rent structures, service charges and support cost schedules to establish eligibility under Housing Benefit regulations and identify non-allowable charges.
9. Undertake complex case reviews and negotiate revised schedules with providers to mitigate subsidy loss and ensure cost reasonableness.
10. Support enforcement activity where non-compliance is identified, including gathering evidence for potential legal or subsidy-related action.
11. Work with HB subsidy officer to oversee caseload accuracy, ensuring expenditure is compliant with HB regulations and that subsidy risk is minimised
12. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.

13. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
14. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

<b>Skills and abilities:</b>	Essential / Desirable	Measured by
Advanced regulatory interpretation skills with the ability to translate complex Housing Benefit legislation, Housing law, and Care Act requirements into operational practice and compliance frameworks.	Essential	A, I
Strong analytical capability, including interpretation of financial and qualitative data, HB case evidence, rent models, and provider performance metrics.	Essential	A, I
Highly developed communication skills including negotiation and stakeholder management skills, including managing contentious discussions, conveying complex regulatory decisions and leading cross-sector partnership arrangements.	Essential	A, I
Demonstrated ability to lead change, implement new regulatory frameworks, and provide expert guidance in a fast-evolving policy environment.	Essential	A, I
Strong IT skills including effective use of Office 365	Essential	A, I

<b>Knowledge:</b>	Essential / Desirable	Measured by
Comprehensive and current knowledge of Housing Benefit legislation, Housing law, Care Act 2014, Supported Accommodation policy, and rent-setting regulatory frameworks.	Essential	A, I
Detailed understanding of supported housing quality standards, provider operational models and their relationship to HB eligibility and subsidy rules.	Essential	A, I
Applied understanding of Specified and Temporary Accommodation subsidy rules, legacy tenancy arrangements and their financial impact.	Essential	A, I

<b>Relevant experience:</b>	Essential / Desirable	Measured by
Extensive senior-level experience within Revenues & Benefits, including complex casework, technical decision-making and provider interaction.	Essential	A, I
Proven experience leading compliance activities within Supported Housing, including provider scrutiny, regulatory assessment and cross-agency collaboration.	Essential	A, I
Demonstrable experience using HB and Revenues systems for example MRI , electronic document management such as NEC Enterprise and data-driven reporting tools.	Essential	A, I
Evidence of producing and presenting complex technical reports and guidance to senior leaders, members and external agencies.	Essential	A, I

<b>Education, training and work qualifications:</b>	Essential / Desirable	Measured by
Educated to degree level in a related subject such as BSc Housing Studies or BA Public Administration or by demonstrable experience	Essential	A, D
IRRV Technician (Level 5) Diploma	Essential	A, D

Evidence of ongoing Continuing Professional Development (CPD) relating to Housing Benefit, Supported Accommodation regulation, Housing law, or associated compliance	Essential	A, D
Project Management qualification, such as PRINCE2, APM, or equivalent	Desirable	A, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

## Day-to-day in the role:

<b>Job family &amp; salary band:</b>	Regulatory & Technical Band 08	<b>Worker type:</b>	Part-flexible
<b>People management responsibility:</b>	1 FTE	<b>Budget responsibility:</b>	Has significant financial impact

Current pay scales and other benefits are published on the [Jobs and Careers](#) section of West Northamptonshire Council's internet.

### Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b> Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
<b>H</b> High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b> Respect	we respect each other and our customers in a diverse, professional and supportive environment.
<b>I</b> Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b> Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b> Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”**

Should you require this document in another format or language, please contact: [Careers@westnorthants.gov.uk](mailto:Careers@westnorthants.gov.uk)

# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

