

**WHERE
CAREERS
THRIVE**

**When potential
is unlocked,
talent *thrives***



**West
Northamptonshire
Council**

Social Housing Regulation Officer

Housing Strategy and Partnerships, Communities and Opportunities

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.



**West
Northamptonshire
Council**

Purpose and impact:

The Social Housing Regulation Officer plays a pivotal role in ensuring West Northamptonshire Council meets its obligations as a registered provider of social housing. This position is central to driving continuous improvement and regulatory compliance across housing services, particularly in relation to the Regulator of Social Housing's Consumer Standards.

By working collaboratively with internal teams and Northamptonshire Partnership Homes, the officer will lead the development of robust evidence frameworks, support strategic reporting, and deliver training that enhances understanding of the regulatory landscape. The role contributes directly to , improving service quality and ensuring transparency and accountability in housing provision—ultimately helping WNC deliver on its vision to make West Northants a great place to live, work, visit and thrive.

Accountable to:

This role is accountable to the Housing Partnership Manager. The role sits within Housing Strategy and Partnership Service, part of the Communities and Opportunities Directorate in West Northamptonshire Council.

Responsibilities:

1. Deliver a continued programme of self-assessment and improvement against the Regulator of Social Housing's Consumer Standards, including developing a gap analysis, improvement plan and monitoring framework.
2. Work in partnership with colleagues at the Council's Arm's Length Management Organisation (ALMO), Northamptonshire Partnership Homes, and internal colleagues to provide challenge and support to key services on improving compliance with regulatory requirements.
3. Working in partnership with Northamptonshire Partnership Homes in the development of a robust evidence base that demonstrates compliance with regulatory requirements, which can be presented in suitable levels of detail to a variety of stakeholders.
4. Support the Service Manager and Assistant Director in coordinating and drafting of regular reporting to Elected Members detailing performance and compliance with regulatory requirements.
5. Be responsible for the drafting specifications and procuring commissioned specialist consultancy where required to support the Council in achieving regulatory compliance. The postholder will also contract manage any consultancy support commissioned.
6. Lead on the development of and delivery of a training programme for Elected Members, employees and other key stakeholders on the Social Housing Regulatory Framework and the Council's role as a registered provider of Social Housing.
7. Develop and implement a framework that ensures continued monitoring and analysis of wider sector performance, regulatory gradings and any changes to legislation or policy that may impact the Council's regulatory compliance, capturing learning, risks and opportunities appropriately.
8. 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.
9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

10. 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.

Skills and abilities:	Essential / Desirable	Measured by
Excellent interpersonal, negotiating and influencing skills and the ability to communicate clearly and effectively with a range of audiences	E	A/I
Strong analytical skills with the ability to organize, analyse, and disseminate significant amounts of information with attention to detail and accuracy.	E	A/I
Excellent project management skills.	E	A/I
Effective report writing skills and ability to produce written reports and papers to a high standard, including those of a complex nature.	E	A/I
Able to work to deadlines and be able to prioritise workloads	E	A/I
Flexibility to occasionally work outside of normal working hours and able and willing to travel to and work from other locations	E	A/I
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	E	A/I

Knowledge:	Essential / Desirable	Measured by
Expert understanding of social housing legislation and consumer regulation, specifically within a Local Authority setting. Specifically in relation to the Social Housing Regulations Act 2023, Building Safety Act 2022, Fire Safety Act 2021, Decent Homes Standard and Complaint handling codes.	E	A/I
Understanding of all key operations of social housing providers including both property and customer facing services.	E	A/I
Understanding of decision-making processes within a local authority	D	A/I

Relevant experience:	Essential / Desirable	Measured by
Significant experience of working in partnership to deliver joint working and change programmes.	E	A/I
Significant experience of working in a social housing, project management or governance specific role within a local authority or registered provider setting.	E	A/I
Experience of developing detailed evidence libraries and subsequent improvement plans.	E	A/I

Education, training and work qualifications:	Essential / Desirable	Measured by
Educated to degree level or equivalent qualification or has experience in a related role	E	A/D

Currently hold or willing to work towards Chartered Institute of Housing – Chartered Membership (for those with a CIH recognised qualification at Level 4 or above, or members who have completed an experiential route accredited by CIH.)	E	A/D
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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:

Hours:	37 hours per week	Primary work base:	One Angel Square, Northampton, NN1 1ED
Job family band:	PS7	Worker type:	Flexible
Salary range:	£39,190 - £41,797	Budget responsibility:	None
People management responsibility:	None		

Working conditions & how we work:

This role has been identified as a flexible worker type, this means that you will carry out the majority (3 days plus) of your work remotely.

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.

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

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.

