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ASSOCIATES



B&D Reside

Head of Housing Management

October 2026



Dear Applicant

Thank you for your interest in joining B&D Reside as our new Head of Housing Management.

Housing should always be about people. It's about the difference a good home can make to someone's life, the pride people take in their neighbourhood, and the feeling of belonging to a community. At B&D Reside, that's why we do what we do. We provide quality, affordable homes for local people and work hard to make sure our residents feel supported, listened to and valued.

We're looking for a Head of Housing Management who shares that passion. You will play a pivotal leadership role, having a direct impact on shaping services that make a real difference to the lives of our residents. You will aspire to lead high-performing teams, drive continuous review and service improvement, and help ensure that every interaction reflects our values and commitment to customer excellence. The team is ambitious, down-to-earth and committed to delivering great services, and we'd love you to be part of that.

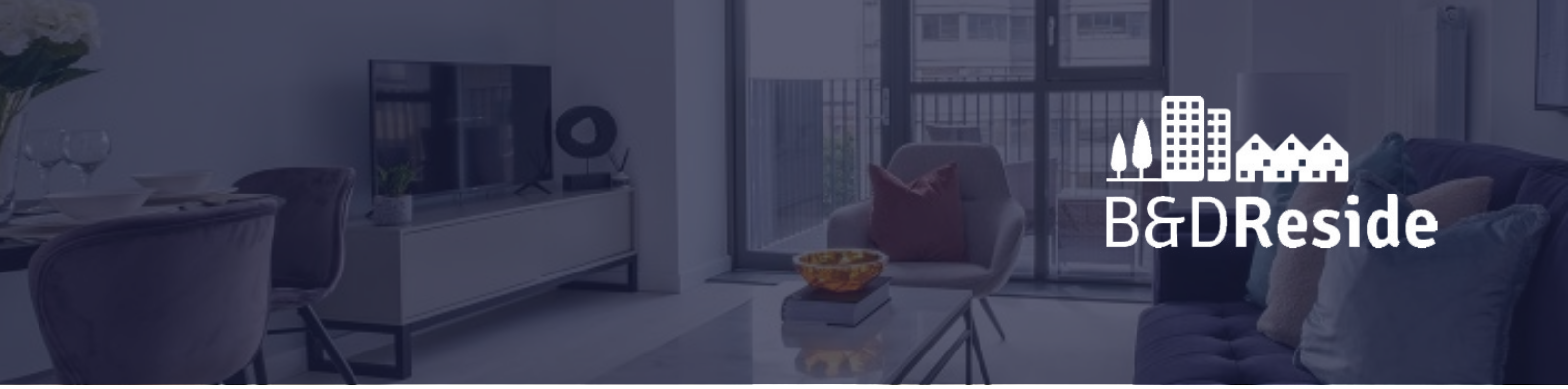
What makes this role particularly rewarding is the opportunity to influence both operational performance and the strategic delivery of the overall service. We don't always expect perfection, but we do look for authenticity, curiosity and a willingness to challenge how things are done so we can keep improving.

This is a genuine opportunity to truly design and shape services, influence our future direction and be part of an ambitious, growing organisation.

We hope this pack gives you a sense of who we are and what we're trying to achieve and inspires you to realise the impact you could have as part of our leadership team. More importantly, we hope it helps you decide whether you'd like to be a part of that journey.

We look forward to hearing from you.

B&D RESIDE



Overview

B&D Reside has embarked on a significant change programme to improve services delivered to its residents across the London Borough of Barking and Dagenham. This is centered around a new operating model where, for the first time, Reside have started to deliver services directly rather than through contractual arrangements with the council. These changes are designed to enable us to deliver the best possible resident experience.

As well as improving the management of the current portfolio, Reside are taking handover of approximately 1,000 new homes in the next three months, bringing us up to approximately 4500 by the end of 2026/27.

To support the transition and to deliver a programme of transformation of services to Reside residents, we have recruited a new Neighbourhood Team to lead on the delivery of a mixed tenure housing and tenancy management service that aspires to be sector leaders in what we do.

This is an exciting time to join Reside's management team where you will be able to truly shape the new services we deliver, contribute to embedding a fantastic new working culture focused on empowerment and ownership whilst leading the teams to deliver service excellence.

Job Description

Job Title	Head of Housing Management
Company	Barking and Dagenham Reside Regeneration Ltd
Location	Hybrid (Barking/Home)
Responsible to:	Director of Residents and Neighbourhoods
Salary	£72,250 p.a.

Job Purpose

To oversee and be responsible for the strategic and operational delivery of a high-quality comprehensive tenancy, neighbourhood and enforcement service across the Reside portfolio through effective management, leadership and influence to provide a high-quality customer experience.

To ensure operational services managed deliver high satisfaction, ensuring performance is maximised through effective monitoring of services and use of resources.

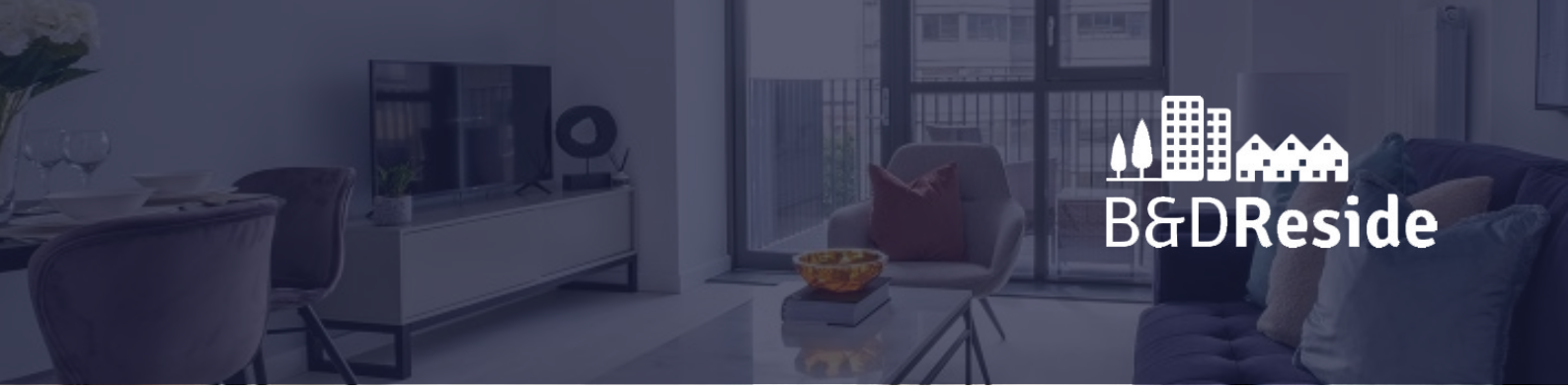
To drive and champion continuous improvement across all services managed by putting in place strategies and mechanisms for delivering improvements.

Ensure effective strategies and practices are in place to embed a strong culture of resident involvement and engagement.

The role must ensure that all policies, processes and working practices are in line with the current legislative requirements and internal policy, procedures and Reside's values.

Ensure services delivered are compliant with all relevant health and safety legislation, policies and procedures, including lone working and building and fire safety.

To ensure effective management of administrative support functions that supports the wider Neighbourhood and Asset Management Teams.



Key Deliverables

- Act as strategic and operational lead to ensure the delivery of high quality, efficient and compliant Neighbourhood, Tenancy Management and Anti-Social Behaviour service across all managed tenures, managing and developing the strategic direction of the services in line with agreed objectives, policies, strategies and targets. This will include taking an active role in delivering services required of the team.

- Ensure the operational delivery of efficient and compliant allocations and letting processes, preventing tenancy fraud and ensuring effective on-boarding of new tenants across the managed portfolio.

- Implement and embed appropriate strategies and work practices to ensure your team deliver improved resident satisfaction, aiming for performance as per Reside's Business Plan. Central to this is the creation of a positive customer-centred 'can do' culture that delivers our ambition to go above and beyond to create excellent places and deliver exceptional service.

- Support the development of strategies and actions that actively promotes resident involvement and engagement across all services, working with the wider management team to ensure delivery of Reside's corporate objectives.

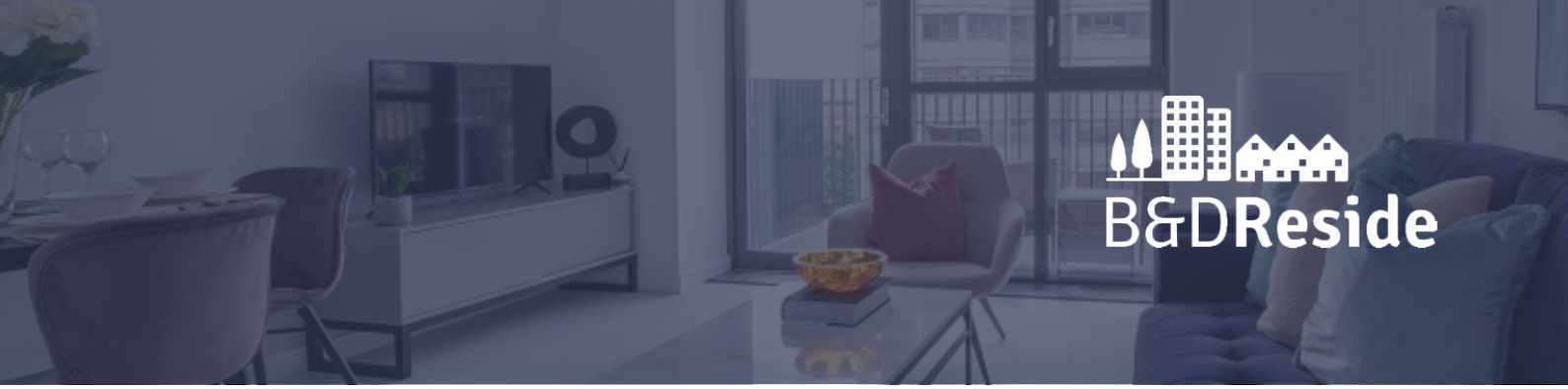
- Ensure that the services provided are delivered in accordance with legislative and regulatory requirements, Reside's policies and procedures and reflect best practice and always deliver excellent customer service.

- Works closely with BeFirst (B&D Development Company) to ensure the delivery of successful and sustainable schemes ensuring the smooth handover of schemes to the operational teams.

- To ensure that all relevant housing systems are updated and kept up to date in line with service requirements.

- To ensure the service establishes and maintains relationships with external partners and stakeholders and that blockages are identified and resolved to ensure delivery of effective services to customers.

- Lead on the development and updating of policies and procedures and ensure that these are communicated to staff, applied and consistently monitored throughout the service.



Key Deliverables

- Take a strategic, innovative lead in the planning and delivery of services, ensuring they meet the current and future needs of existing customers and people who live in the wider community.
- Monitor the quality of the services delivered against the service plans and objectives and identify and implement service improvements as necessary to meet the required outcomes.
- Take full ownership and be accountable for ensuring key performance targets / indicators, budgets and business plan objectives are met.
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- To work in partnership with other agencies as appropriate, resolving complaints. This will include responding to formal complaints, ombudsman, MP and councillor enquiries and including implementing learning from complaints.
- To prepare service and Board reports, presentations and other materials for meetings and attend those, as required.

B&DReside

Leadership and Management

- Ensure the effective management of the team, to include, but not limited to carrying out 1-1's, managing behaviour and performance issues in accordance with the Reside policies and procedures.
- Implement effective approach to staff management that ensures staff based at remote sites feel supported, engaged and part of the team.
- To be an effective, enabling manager with the ability to develop staff to maximise potential and encourage improvement and development of personal performance.
- Responsible for setting individual and team annual objectives linked to corporate objectives, monitor performance and formulate and implement solutions to address poor performance.
- Support a strong and robust performance management culture and framework with high standards of services and effective control.
- As part of the Operational Management Team, provide management cover for other business streams within the team in emergency situations, including out of hours cover where necessary.
- Take every reasonable measure to ensure the health, safety and wellbeing of staff including the assessment and prevention of risks, protection of lone workers and by providing practical and emotional support.

Financial Control

- Plan and monitor budgets in accordance with the operational and strategic requirements of the service; ensure that resources are prioritised appropriately across the services provided including identifying where better value for money can be achieved.
- Provide explanations for over and underspends and work closely with the finance team to deliver an out turn that is within the cost envelope for the service for the year.
- Work closely with the finance team to provide regular reforecasts as part of the management accounts process.
- Alert the Finance Business Partner / Financial Controller and the respective Head of Service to any cost pressures that could emerge now or in the future which are not included in the latest budget / business plan.
- Provide regular report on budget position as required to Senior Management Team.



Other

- To ensure full compliance with the Health and Safety at Work Act 1974, relevant Reside Health and Safety Policies both for people and in the management of Reside housing stock.
- To be able to work out of normal contracted hours, including some evening and weekends as required.
- Any other duties as required that are commensurate with the post.

Person Specification

Essential Requirements (Key Skills & Qualifications)

Knowledge and Experience

- Significant technical knowledge and demonstrable experience working in a neighbourhood, tenancy management, ASB and housing allocations service in a mixed tenure housing environment.
- Demonstrable knowledge of social housing regulation with experience of managing teams and services compliant with local and national legislative and regulatory requirements, including the Consumer Standards.
- A high level of up-to-date knowledge of Housing, Crime & Disorder, ASB and Community Safety Legislation and associated risks.
- A good understanding of the issues of housing, estate management, health and safety and how these impact on the well-being of residents and the responsibilities of landlords.
- Experience of managing and leading a front-line tenancy and/or housing management service or another relevant housing-related area at a management level and within the context of a dynamic and changing organisation.
- Experience of managing service change / transformation programmes from planning through to implementation.
- Established track record of delivering

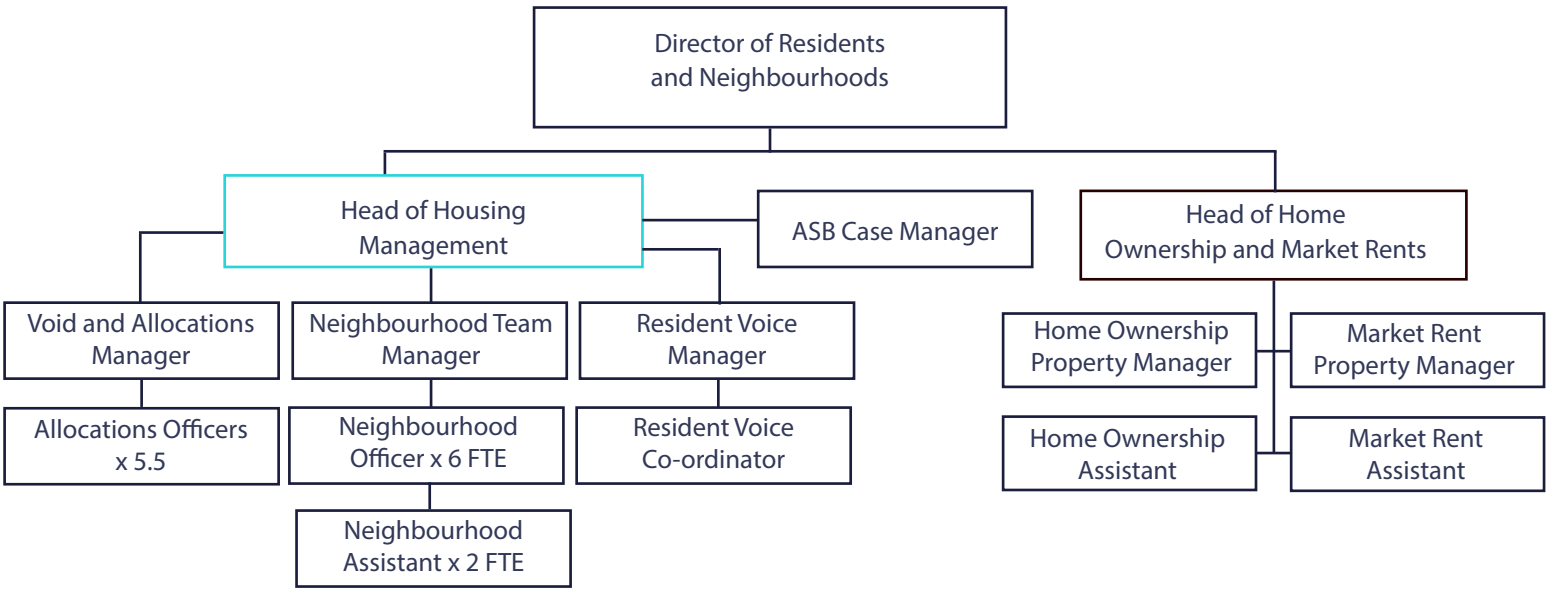


continuous improvements in service delivery.

- Significant experience of policy and strategy development work.
- Experience of managing large scale new development handovers.
- Experience of compliance with Health and Safety regulations and good practice for both self and individuals managed and those who services are delivered to.
- High level of IT literacy. Confident in use of Word, Excel and Outlook and other systems relevant to the role.
- Have a full UK driving licence and access to a suitable vehicle to carry out the duties of the role (as and when necessary).



Team Structure - September 2026

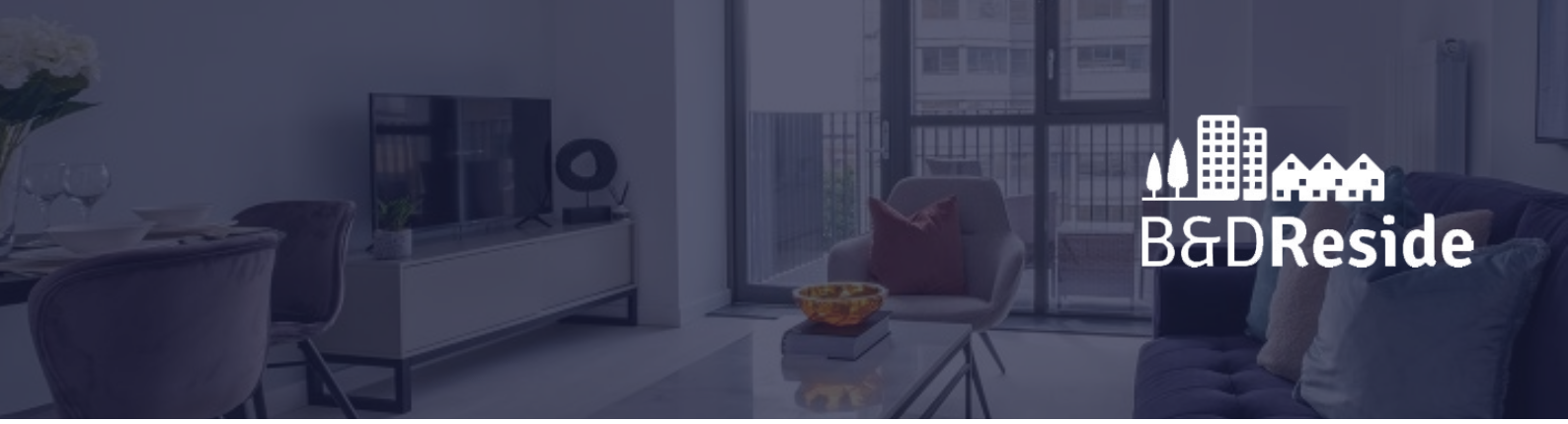


Our Vision

"To be an exemplar of a social purpose local housing company"

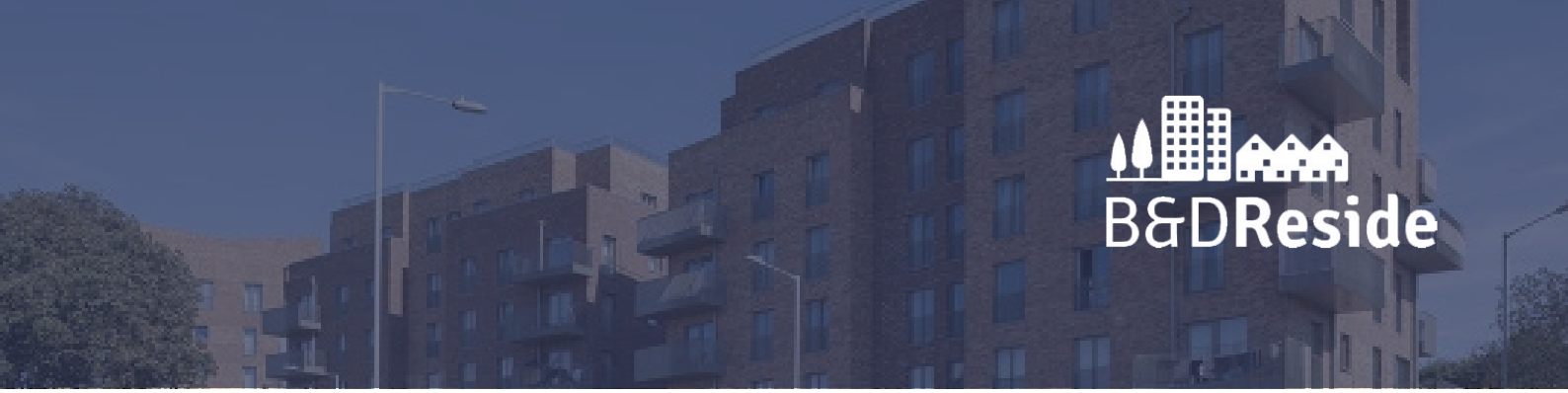
The Mission

"To provide local people with high-quality affordable homes and a good standard of housing services, as well as delivering an agreed level of financial return to the council"



Our Benefits

- Generous Annual Leave - Enjoy 30 days of annual leave, plus bank holidays, giving you time to relax and recharge.
- Pension Scheme - Our Defined Contribution Pension Scheme through NEST supports your future. Reside contributes 10% of your salary when you contribute 8%, with an additional 50/50 option available where Reside contributes 5% of your salary when you contribute 5%. Opt-out options are available for flexibility.
- Benenden Health and Cash Plan - a private healthcare scheme and cash back plan that gives you quicker access to a wide range of health and wellbeing services.
- Flexible and agile working arrangements
- A range of learning & development opportunities
- Employee Assistance Programme
- Wider Employee Benefits (Under Review) - We're developing a tailored benefits package to reflect the needs of our growing team.



Process

- Deadline for CV submissions: Sunday 18th October
- Video interview with Panoramic Associates with shortlisted candidates
- Tuesday 3rd November: Video call with key Stakeholders
- Thursday 5th November: In person interviews with member of the Senior Leadership Team.

How to Apply

Panoramic Associates Ltd is acting as a retained employment agency to B&D Reside on this appointment.

We hope you will consider making an application for this fantastic opportunity. To make an application, please get in touch with the below retained consultants via email with:

- A copy of your CV which is tailored for the role
- A short supporting statement
- Contact details for two employment references

Alternatively, you can submit your CV direct to our retained consultants:



Rebecca Millett
r.millett@panoramicassociates.co.uk



Lola Balogun
l.balogun@panoramicassociates.co.uk