

Job Description & Person Specification

Position: Supported Living Tenancy Manager

Reports To: Assistant Director of Property & Facilities

Levelling Framework:

Salary Range:

Contract: Permanent or Fixed Term

Hours Per week: 35

DBS Level: Enhanced

Works Closely with: Senior Facilities Manager, Head of Operations, Registered Managers, Director of Operations and the people we support.

Our Values and Behaviours

To act in accordance with “Our Values and Behaviours” at all times when delivering your role, ensuring that “Kindness”, “Respect”, “Belonging”, and “Empowerment” are fundamental to your behaviour.

Kindness We create an environment where everyone can thrive. Our behaviours: Empathy – We understand diverse perspectives and experiences. Compassion – We are considerate of others and are generous with our time. Supportive – We build and maintain positive relationships. 	Respect We respect people's human rights and act with integrity. Our behaviours: Dignity – We value and respect people, recognising their right to choice. Integrity – We do the right thing even though no one may be watching. Fairness – We treat others how we would wish to be treated ourselves. 	Belonging We pride ourselves on being a Norwood Family. Our behaviours: Trust – We build a safe environment for people to flourish. Inclusivity – We value difference and celebrate diverse voices. Collaboration – We connect with others to form a positive community. 	Empowerment We enable people to reach their potential. Our behaviours: Accountability – We make a positive impact and get things done, owning our actions and decisions. Innovation – We encourage people to be curious. Ambition – We strive for success in everything we do. 
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In addition to undertaking the accountabilities as outlined below, the post holder will be expected to fully adhere to all Norwood policies and procedures which are referenced in the employment contract and Norwood's intranet.

Role Summary

To deliver a high-quality, compliant and person-centred housing management service across a defined portfolio of Norwood's supported living properties.

The role enables neurodiverse individuals to live safely, independently and with dignity by sustaining tenancies, maintaining safe homes, and ensuring access to appropriate support.

The post holder will support tenancy management, ensure full compliance with current housing legislation, including the Renters' Rights Act 2026, and contribute to a culture of professionalism, inclusion, and continuous improvement in line with Norwood's values.

Key Accountabilities

1. Tenancy Management

- a. Take full ownership of a defined portfolio of properties, managing the full tenancy lifecycle from allocation through to move-on.
- b. Conduct regular tenancy visits with tenants to review tenancy arrangements, identify emerging issues and support tenancy sustainment.
- c. Ensure tenancy agreements, records and associated documentation are accurate, up to date and remain appropriate and fit for purpose.
- d. Manage tenancies in line with relevant legislation including:
 - a. Housing Acts 1988 & 1996
 - b. Homelessness Reduction Act 2017
 - c. Tenant Fees Act 2019
 - d. Social Housing Regulation Act 2023
 - e. Renters' Rights Act 2026
- e. Ensure tenancies reflect legal requirements, including:
 - a. Use of periodic (rolling) tenancies
 - b. Supporting tenants to understand their rights and security of tenure
 - c. Managing enforcement through lawful possession processes
- f. Deliver accessible tenancy sign-ups tailored to neurodiverse individuals (e.g. easy-read formats, visual aids).
- g. Monitor rent accounts and manage arrears proactively.
- h. Apply fair rent-setting principles and lawful review processes.
- i. Manage breaches of tenancy, anti-social behaviour, and disputes using a proportionate, trauma-informed approach.
- j. Oversee voids, allocations and move-on processes to minimise vacancy.

Key Outcomes

- High tenancy sustainment
- Reduced arrears and void loss
- Positive tenant experience

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Date Updated:

2. Tenant Engagement & Co-production

- a. Build strong relationships with tenants, families, and advocates.
- b. Facilitate regular tenant forums and engagement activities.
- c. Embed co-production, ensuring tenant voice influences service design and improvements.
- d. Ensure all communication is accessible and inclusive for neurodiverse individuals.
- e. Promote independence, participation, and community inclusion.

Key Outcomes

- a. Increased tenant engagement
- b. Evidenced tenant influence on services
- c. Improved wellbeing and independence

3. Property & Asset Management

- a. Conduct regular property inspections, including as part of scheduled tenant visits, identifying property, repair, health and safety concerns and ensuring appropriate action is taken.
- b. Ensure compliance with:
 - a. Homes (Fitness for Human Habitation) Act 2018
 - b. Building Safety Act 2022
 - c. Fire Safety Act 2021
- c. Work closely with Property Services to ensure timely repairs and maintenance.
- d. Ensure homes are:
 - a. Safe and compliant
 - b. Well maintained
 - c. Appropriate for neurodiverse needs (including sensory considerations)
- e. Ensure hazards (e.g. damp, disrepair) are addressed promptly.

Key Outcomes

- a. Safe and compliant properties
- b. Improved property condition
- c. Reduced repair delays

4. Safeguarding, Support & Independence

- a. Promote independence and tenancy sustainment through person-centred practice.
- b. Apply relevant frameworks:
 - a. Care Act 2014

- b. Mental Capacity Act 2005
 - c. Equality Act 2010 (reasonable adjustments)
- c. Identify and respond to safeguarding concerns appropriately.
- d. Work in partnership with:
 - a. Support teams
 - b. Social workers
 - c. Families and advocates
- e. Support tenants with Housing Benefit applications and other relevant benefits, including signposting or liaising with appropriate agencies where specialist support is required.
- f. Ensure tenants benefit from enhanced protections under current housing legislation.

Key Outcomes

- Reduced tenancy breakdown
- Improved safeguarding outcomes
- Increased independence

5. Partnerships & Multi-Agency Working

- a. Develop effective relationships with:
 - a. Local Authorities
 - b. Housing Associations and Registered Providers
 - c. Private landlords
 - d. Benefits agencies
- b. Attend and contribute to multi-agency meetings.
- c. Support Norwood's strategic development of supported housing opportunities.

6. Compliance, Regulation & Professional Standards

- a. Ensure compliance with:
 - a. Regulator of Social Housing Consumer Standards
 - b. Health & Safety legislation
 - c. Data protection (GDPR)
- b. Maintain up-to-date knowledge of legislative and regulatory changes, including:
 - a. Renters' Rights Act 2026
- c. Contribute to audits, inspections, and reporting requirements.
- d. Work in line with the Competence & Conduct Standard (2026) by:

- a. Maintaining professional knowledge and skills
- b. Engaging in continuous professional development
- c. Demonstrating professional behaviours and accountability

Key Outcomes

- Strong compliance performance
- Positive audit and inspection outcomes

7. Equality, Diversity & Inclusion

- a. Deliver services that recognise and respect neurodiversity.
- b. Ensure reasonable adjustments are made for tenants.
- c. Promote equality, dignity, and inclusion.

Challenge discrimination and promote positive culture.

Person Specification

	Essential	Desirable	Evidence
Qualification(s)	Housing qualification (or working towards)		Cover Letter / CV / Onboarding
Experience	• Effective tenancy management • Able to deliver key performance indicators and improve customer service within a housing management setting.	• Experience in supported housing or social care	CV / Interview / Onboarding
Knowledge & Training	• Knowledge of exempt accommodation • Knowledge and understanding of housing legislation. Experience of working collaboratively in delivering initiatives to create improvements for customers.	• Knowledge of welfare benefits • Experience working with neurodiverse individuals	Cover Letter / CV / Interview

	• Strong understanding of: ○ Housing law and tenancy management ○ Renters' Rights Act 2026 ○ Safeguarding legislation ○ Equality Act and inclusive practice ○ Health & safety compliance • Understanding of neurodiversity (e.g. autism, ADHD, learning disabilities)		
Personal Qualities & Attributes	• Strong communication and interpersonal skills • Ability to adapt communication to individual needs • Problem-solving and conflict resolution • Organisation and workload management		Cover Letter / CV / Interview

All roles require a DBS check and satisfactory clearance under Norwood's safer recruitment policies. We are committed to safeguarding the wellbeing of our people and maintaining a respectful, safe environment.

This job description is not exhaustive and may be updated as accountabilities evolve.