

Job Description

Job Title:	Head of Housing Quality Governance & Assurance
Contract Type:	Negotiable
Salary (FTE)/Hourly rate of pay:	Negotiable
Responsible to:	Director of Transformation
Responsible for:	N/A
Location:	YMCA North Tyneside, Church Way, North Shields, NE29 0AB

Organisational Context:

YMCA North Tyneside is a Voluntary Sector Organisation undertaking youth and community programme work in areas of North Tyneside, South Tyneside, and Teesdale. We are part of the worldwide YMCA movement, which started in London in 1844 has grown to become the world's largest and oldest youth movement. Now, more than 175 years later, YMCA is operating in 119 countries, with 64 million people reached annually around the world. Guided by our Christian values, we believe everyone has potential, and we serve our communities so that all can hope, belong, contribute and thrive.

YMCA North Tyneside became a Registered Provider of Social Housing in 2014. We deliver supported exempt accommodation in North Shields, Sunderland, Stockton and Scarborough. We provide landlord-only specialised supported exempt accommodation across the North of England. And in the last 3 years we have worked in partnership with trusted non-RP partners to deliver supported exempt accommodation across the UK through our Regulate & Protect partnership work.

The latter has pushed us above 1,000 units into becoming a large provider of social housing and we are preparing for greater engagement with the Regulator for Social Housing. This post has been created in response to that challenge and is crucial to ensuring organisational success during In Depth Assessment.

General:

The terms of this post are negotiable. It could be a permanent post, fixed term contract or delivered on a consultancy basis.



Job Purpose:

To provide leadership during the transition from small to large provider status, ensuring the organisation not only meets but exceeds the RSH's Consumer and Economic Standards. The postholder will act as the 'Guardian of Quality', bridging the gap between frontline service delivery and Board-level assurance.

The postholder will work closely with the Head of Supported Accommodation, the Head of Housing Partnerships, the Director of Transformation, Director of Finance, the Risk Team and Board of Trustees to ensure that the organisation is scaling effectively, that tenant voice remains central and data remains "ready" for regulatory scrutiny.

Main Duties & Responsibilities:

- **Governance and Financial Viability Standards** Support the Director of Finance and Board of Trustees to help ensure that the organisation is IDA ready.
- **Consumer Standards Alignment:** Conduct gap analyses against the Consumer Standards. Provide leadership to help ensure the organisation meets the standards for; Safety and Quality, Transparency and Accountability, Neighbourhood and Community and Tenancy.
- **Regulatory Transition Leadership:** Support the Director of Transformation to drive the required organisational shift into the RSH's 'Proactive Regulation' regime, preparing the Senior Leaders and Board for the first formal Inspection.
- **Stakeholder Engagement:** Act as the primary point of contact for the RSH and the Housing Ombudsman, managing self-referrals and ensuring the timely submission of regulatory returns.
- **Tenant Satisfaction Measures (TSMs):** Oversee the analysis and publication of TSM data, ensuring they drive service improvements rather than just 'box-ticking.'
- **Data Integrity & Reporting:** Ensure a 'single version of truth' for all asset management and compliance data.
- **Culture & Professionalism:** Working with the HR team to ensure that the Competence and Conduct Standard is being met and that all staff (especially managers) exhibit the professional behaviours required.
- **Quality Improvement:** Implementing service quality monitoring, identifying areas for improvement, and overseeing performance reporting.



Additional Duties & Responsibilities:

It is in the nature of the work at YMCA North Tyneside that tasks and responsibilities are in many circumstances unpredictable and varied, therefore, this job description is not an exhaustive list of duties and responsibilities but is intended to reflect a range of duties the post-holder will perform in line with their remuneration. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

This role will involve liaison with senior management, CEO and the Board of Trustees to review and assure exceptional delivery of the strategic plan and the organisational mission and vision.

This post requires proof of right to work in the UK, satisfactory references and a satisfactory enhanced DBS Disclosure (the cost of which will be met by the employer).

Safeguarding

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all staff and volunteers to share this commitment.

We strive to create a safe and supportive environment where everyone feels protected from harm. We have robust procedures in place to prevent and address any concerns about abuse or neglect. All staff and volunteers have a responsibility to report any concerns about the safety or welfare of children, young people, or vulnerable adults. We have clear reporting procedures and we will take all concerns seriously.

As part of our commitment to safer recruitment, all roles that involve working with children, young people or vulnerable adults will require a Disclosure and Barring Service (DBS) check at the appropriate level including checks against the relevant Barred Lists. We are committed to thorough background checks to help ensure that those whom we employ are suitable to work with these groups.

Equal Opportunities

YMCA North Tyneside is committed to eliminating discrimination and encouraging diversity amongst the workforce. We aim to be an equal opportunities employer and we are determined to ensure no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable. Flexible work is supported, and applications from people with disabilities are encouraged. We strive to create local employment opportunities for all



Recruitment of Ex-Offenders

We believe in providing equal opportunities for all qualified individuals, regardless of their background. We recognise that people can change and we are committed to giving individuals with criminal records a fair chance to demonstrate their skills and abilities.

We assess each applicant based on their qualifications, experience, and suitability for the role, taking into account the nature of the offense, the time elapsed since the conviction, and any evidence of rehabilitation.

We are dedicated to creating a workplace that fosters inclusion and supports the successful reintegration of individuals into the workforce. We comply with all relevant legislation and guidelines regarding the employment of ex-offenders and we are committed to maintaining a safe and respectful work environment for all employees.



Person Specification			
No.	Essential	Desirable	Assessed by
Education/Qualifications			
CIH Level 5 in Housing Management (or equivalent)	Yes		CV
Experience			
Proven track record of working within a large provider or having led a small provider through a merger or significant growth.	Yes		CV and Interview
Experience of engagement with RSH.	Yes		CV and Interview
Skills & Abilities			
Deep understanding of social housing regulation and the Housing Ombudsman's Complaint Handling Code.	Yes		Interview
Data literacy: highly proficient in interpreting complex data to identify trends in tenant satisfaction or compliance failures before they become regulatory breaches.	Yes		Interview
Personal Skills & Abilities			
Strategic thinking: able to identify the root cause of issues and create solutions	Yes		Interview / Reference
Being a critical friend: able to challenge senior managers and the Board of Trustees whilst maintaining a collaborative internal culture.	Yes		Interview / Reference

