

Housing Partnerships Account Manager Job Description

Job Title:	Housing Partnerships Account Manager
Contract Type:	Permanent, Full Time
Salary (FTE)/Hourly rate of pay:	£36,000 per annum
Responsible to:	Head of Housing Partnerships
Location:	YMCA North Tyneside, Church Way, North Shields, NE29 0AB / (National travel required)

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.

Job Purpose:

Reporting directly to the Head of Housing Partnerships, the Housing Partnerships Account Manager plays a crucial role in delivering YMCA North Tyneside's "Regulate & Protect" framework. Operating within a Registered Provider setting, this postholder manages day-to-day operational relationships with external delivery partners—including Community Interest Companies (CICs) and commercial providers—who deliver Supported Exempt Accommodation on our behalf.

This role expands our reach and impact by ensuring that third-party partners operate with robust governance, financial viability, strict health and safety compliance, and high-quality resident support that meets and exceeds the standards set by the Regulator of Social Housing (RSH).

Working Arrangements:

As an Account Manager, you'll regularly travel to connect with clients across the UK, making national travel a key and frequent part of the role.

Main Duties & Responsibilities:

"Regulate & Protect" Partner Account Management



- **Performance Oversight:** Lead regular operational meetings and facilitate quarterly compliance reviews with partner leadership teams, driving performance using monthly KPI reviews.
- **Continuous Improvement:** Develop, agree and monitor targeted action plans to continuously elevate partner service standards and ensure they meet or exceed RSH Consumer Standards.
- **Support & Escalation:** Serve as the primary day-to-day point of contact for partner advice, support, and guidance.
- **Regulatory & External Inspection Response:** Lead prompt resolutions to issues raised during internal and external audits or inspections (e.g. Supported Housing Improvement Programme/SHiP, Environmental Health).
- **Compliance Collaboration:** Partner closely with the Safety & Compliance Manager and Compliance Officers to maintain exceptional property safety, environmental and organisational health & safety standards.
- **Financial Oversight:** Monitor core rent arrangements between partners and superior landlords to ensure financial models do not compress service delivery or impact resident support.
- **Challenge & Advocacy:** Positively challenge partners to maintain high standards of service delivery, safety, and operational excellence.
- **Due Diligence:** Assist the Head of Housing Partnerships with due diligence assessments and ongoing scrutiny of partners across a range of standards including Charity Commission, Regulator for Social Housing, ICO, and all relevant laws.

Operational & Housing Management

- **Tenancy & Eviction Safeguards:** Monitor tenancy management processes (issued under YMCA's name) to ensure partners adhere strictly to warning and eviction procedures, minimising evictions and maximising support for at-risk residents.
- **Legal Support:** Work alongside legal counsel to resolve complex tenancy disputes, legal issues, or proceedings.
- **Complaints:** Act as support to Partners during Stage 1 complaints and support YMCA's Complaints Officer on Stage 2 Complaints Officer to ensure complaints move through stages appropriately.
- **Financial Administration:** Brief YMCA's Finance team monthly on billing and invoicing schedules, supporting payment collections and resolving queries as needed. Ensure that property numbers are up to date on a monthly basis.
- **Annual Reviews:** Ensure partner organisations implement scheduled annual rent and service charge increases, including accurate, timely resident notifications.
- **Housing Benefit Claims:** Support Partners in their communication with Revenue & Benefits teams.

Regulatory Expertise & Continuous Development

- **Industry Knowledge:** Maintain up-to-date knowledge of Supported Exempt Accommodation legislation, regulatory updates, and sector best practices through ongoing CPD and industry training.
- **Advisory Support:** Provide informed advice and guidance on partnership housing standards to internal senior leadership, the Board of Trustees, and external partners.



Storing and interpretation of data and information

- **Storing:** Administer and develop management information systems to ensure data and information is stored correctly and are continually up to date.
- **Legal Documentation:** Ensure that all legal documents are processed and held correctly.
- **Tracking:** Understand the importance of tracking data. Ensure dates and outcome needs are tracked and maintained.

General:

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).

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.



Person Specification			
	Essential	Desirable	When Tested
Full UK Driving Licence	X		CV
Willingness to travel nationally with overnight stays	X		Interview
Previous experience in Supported Housing, Exempt Accommodation or Registered Provider (RP) environments	X		CV
Strong contract management or account management skills with third-party providers	X		CV/Interview
Sound understanding of Regulator of Social Housing (RSH) Consumer Standards and Housing Benefit/Exempt Rules	X		CV/Interview
Level 4 CIH		X	CV/Interview
Open to acquiring specialised qualifications required for the role.	X		
Proactive and creative approach to relationship building and problem-solving, with a strong attention to detail	X		Interview
Excellent verbal and written communication to interact with partners colleagues	X		CV/Interview
Able to keep information (Electronic) organised, easily	X		CV/Interview



accessible at all times			
Able to use a variety of software packages	X		CV/Interview

