



Community Housing Team Leader

£43,000 per annum plus £1,095 car allowance

Full Time (35 Hours)

Hybrid with office in Darlington

Permanent

Closing date: Sunday 5 July 2026



Community Housing Team Leader

£43,000 plus essential car user payment of £1,095 per annum

Permanent contract

Full time (35 hours per week)

Picture this: it's 1919, the aftermath of the First World War, and railway workers are returning home, seeking shelter and solace. Born out of the noble Homes for Heroes campaign, the North Eastern Railway Cottage Homes and Benefit Fund sprang to life with an initial donation of £10,000 and the enthusiastic weekly contributions from 7,000 dedicated railway workers. But that's not all – the North Eastern Railway matched members' contributions and provided invaluable free services like accountancy, architecture, and surveying. The result? The first homes for railway heroes emerged in 1921, dotting the landscape of South Gosforth, York and Darlington.

Fast forward through the years, and Railway Housing Association has evolved into an organisation that's rightly proud of its history. Registered with the Charity Commission in 1962 and as a housing association in 1976, we now proudly own and manage 1,620 homes across 20 local authority areas. Our footprint echoes the historic routes of the North Eastern Railway, stretching from Northumberland, Newcastle, Gateshead, County Durham, Darlington, York, Hull, East Riding, Doncaster, Leeds to Hereford, touching the lives of countless individuals and families along the way. While it's true that today's residents don't need to be railway workers, our heritage remains a vital part of our identity. We take immense pride in our history and the profound impact of providing high quality, affordable housing to all who call our properties home.

The role

This is a pivotal leadership role at the heart of our organisation. As Community Housing Team Leader, you will take responsibility for the day-to-day delivery of our Community Housing Service, ensuring residents receive a consistent, responsive and high-quality experience throughout their tenancy. You will lead a dedicated team delivering housing services, driving performance, embedding strong operational practices and ensuring that everything we do is centred around the needs of our residents.

You will oversee a broad and varied service, including tenancy and neighbourhood management, anti-social behaviour and community safety, lettings and empty homes, income collection and tenancy sustainment. Working closely with colleagues and partners, you will ensure services run efficiently while continuously identifying opportunities to improve. You will use data, insight and resident feedback to inform decision-making, helping to modernise services and deliver innovative solutions that enhance the resident experience.

You will play a key part in building a positive, inclusive and high-performing team culture, providing leadership, coaching and support to help your team succeed. As a visible and approachable leader, you will set clear expectations, foster accountability and inspire others to deliver excellent results.

We are looking for a confident, values-driven leader with experience of leading in social housing environment. You will bring a strong track record of performance management, a passion for delivering excellent customer service and the ability to build effective relationships with residents, colleagues and external partners. You will be comfortable working with data and using it to drive improvement, as well as managing complex situations with sound judgement

and professionalism. A housing qualification at Level 4 or above is desirable, or a willingness to work towards one.

At Railway, leadership is about more than delivering results, it is about driving positive change, engaging openly with others and continuously looking for better ways of working. You will be part of an organisation that values integrity, inclusion and innovation, where your contribution will directly impact the lives of residents and the strength of our communities.

If you are passionate about making a difference, leading people and delivering high-quality housing services, this is an opportunity to play a meaningful role in an organisation with purpose, ambition and a proud history. We would love to hear from you.

To apply for this exciting opportunity, please send your CV and a cover letter setting out why you're the perfect candidate to recruitment@railwayha.co.uk by 5pm on 5 July 2026.

If you'd like to have a chat about this opportunity, please email recruitment@railwayha.co.uk and one of our colleagues will be delighted to chat to you. We're also hosting a live webinar at 6pm on Wednesday 1 July 2026 and you can join us to hear more about this exciting opportunity. Register for the webinar by scanning this QR code:



Role Description



Role Title:	Community Housing Team Leader
Responsible to:	Head of Housing and Resident Services
Responsible for:	Community Housing Team

About Railway

Picture this: it's 1919, the aftermath of the First World War, and railway workers are returning home, seeking shelter and solace. Born out of the noble Homes for Heroes campaign, the North Eastern Railway Cottage Homes and Benefit Fund sprang to life with an initial donation of £10,000 and the enthusiastic weekly contributions from 7,000 dedicated railway workers. But that's not all – the North Eastern Railway matched members' contributions and provided invaluable free services like accountancy, architecture, and surveying. The result? The first homes for railway heroes emerged in 1921, dotting the landscape of South Gosforth, York and Darlington.

Fast forward through the years, and Railway Housing Association has evolved into an organisation that's rightly proud of its history and excited by its future. Registered with the Charity Commission in 1962 and as a housing association in 1976, we now proudly own and manage over 1,600 homes across 20 local authority areas. Our footprint echoes the historic routes of the North Eastern Railway, stretching from Northumberland, Newcastle, Gateshead, County Durham, Darlington, York, Hull, East Riding, Doncaster, Leeds to Hereford, touching the lives of countless individuals and families along the way. Whilst it's true that today's residents don't need to be railway workers, our heritage remains a vital part of our identity. We take immense pride in our history and the profound impact of providing high quality, affordable housing to all who call our properties home.

Role Summary

To lead the day-to-day delivery of the Community Housing Service, ensuring that residents receive a high-quality, consistent and responsive service across the tenancy lifecycle. The role will provide clear operational leadership to the team, driving performance, supporting colleagues to succeed and ensuring compliance with regulatory and legislative requirements. The role will ensure that services are at the cutting edge, embracing innovation, best practice and collaboration.

The postholder will play a key role in delivering an excellent resident experience by embedding strong operational practices, using data to inform decisions and ensuring that resident feedback directly influences service delivery.

The Railway Leadership Expectations

Leadership at Railway is a privilege. Our residents and colleagues deserve exceptional leadership and that means a common set of leadership behaviours is non-negotiable.

- ❖ Drive:
 - cultural change across the Association to deliver an exceptional resident focussed experience
 - innovation and continual improvement to ensure that the Association's reputation is protected and enhanced and the resident voice is heard and acted upon
 - a culture of inclusivity, allowing everyone to be the best version of themselves and bring themselves to work
 - a strong performance culture, where colleagues are supported to deliver, and held accountable for, exceptional performance outcomes
 - a culture that proactively identifies and manages risk within an appetite framework, making health and safety a priority to protect residents, colleagues and assets

- ❖ Engage:
 - actively seek out and listen to feedback from residents, colleagues and partners to ensure the experience is exceptional
 - effectively manage dissatisfaction, embedding learnings to improve the experience
 - influence and negotiate to deliver strong resident focussed results
 - value the diversity of thought, opinions and experiences to develop a well rounded and inclusive culture for residents and colleagues

- ❖ Innovate:
 - use benchmarking, professional networks and professional development to enhance the Association's knowledge and drive service improvement to deliver top quartile performance
 - maximise the use of data, technology and digital solutions to deliver efficiency and choice for residents
 - understand and develop your individual leadership style and behaviours and role model the Association's behaviours and values

- ❖ Deliver:
 - an inspirational approach to leadership, with the ability to coach, motivate and engage, acting ethically and with honesty and integrity
 - work collaboratively with colleagues, the board, residents and stakeholders to deliver an exceptional experience and high levels of performance
 - work collaboratively with colleagues and stakeholders to improve the Association's understanding of residents, including vulnerabilities, high and low demand, and use this data to deliver tailored services to residents
 - analytical, commercial and strategic thinking to prepare and present complex data
 - contribute and support the delivery and implementation of the Association's strategies and plans

Key Responsibilities and Accountabilities

Strategy and Policy

- Support the Head of Housing and Resident Services to design, develop, deliver and review all associated policies and procedures for the Community Housing Service to ensure the service reflects legal requirements and best practice

Service Delivery

- Lead the delivery of a high-quality, place-based housing management service
- Ensure consistent and effective management of:
 - o Tenancies and neighbourhoods
 - o Anti-social behaviour
 - o Safeguarding and resident support
 - o Lettings and empty homes
 - o Income collection and maximisation

Performance and Improvement

- Monitor and drive team performance against key targets and service standards
- Ensure accurate and timely recording of data to support performance management
- Use insight, data and resident feedback to identify trends and areas for improvement
- Lead, and support the implementation of, service improvements and new ways of working

Team Leadership

- Provide day-to-day leadership, coaching and support to the Community Housing Team
- Set clear expectations and hold colleagues accountable for performance outcomes
- Support the development of colleagues through regular feedback, coaching and performance management
- Promote a positive, inclusive and high performing team culture

Resident Experience and Engagement

- Ensure that resident voice is actively captured and responded to within service delivery
- Work collaboratively with colleagues to deliver a seamless resident journey
- Promote a culture where residents are at the heart of decision-making
- Investigate and resolve formal complaints through the Association's complaint handling approach

Tenancy Sustainability

- Implement and continually review an effective tenancy sustainability approach with effective support options and signposting for residents
- Work with a range of partners to identify pathways to support for mental health, hoarding, debt, domestic abuse, memory loss, employability and other vulnerability issues

- Support the Association's approach to safeguarding, ensuring that effective procedures, training and relationships are in place to identify and report concerns to keep residents safe

Income Collection

- Drive the Association's approach and culture to income collection, including rent, service charges and sundry costs to maximise income and value for money
- Working with Finance colleagues to ensure that rent and service charges are accurate and increased/decreased in line with regulatory requirements
- Represent the Association in Court hearings

Lettings and Voids

- Ensure that empty homes are let quickly and efficiently to maximise the Association's income and deliver an outstanding first, and lasting impression for new residents
- Develop and maintain effective relationships with local authorities to negotiate and monitor nominations agreements
- Lead responsibility for CORE and other lettings-related regulatory returns

Anti-Social Behaviour and Community Safety

- Ensure the Association's approach to anti-social behaviour is embedded and delivered effectively, to resolve issues quickly and keep residents safe
- Train, coach and mentor colleagues to improve outcomes for anti-social behaviour
- Ensure the Association uses a range of tools and powers to effectively resolve issues and ensure colleagues are trained to deliver effective interventions
- Develop and maintain relationships with key stakeholders to ensure that the Association contributes to the wider neighbourhood and problems are resolved quickly and effectively
- Represent the Association in Court hearings

Leasehold

- Be responsible for the effective management of the Association's leasehold and shared ownership homes, including the re-sale, leaseholder consultations and Section 20 consultation

Health and Safety

- Drive a culture of health and safety throughout the Community Housing Service, ensuring that feedback and concerns are actively encouraged and acted upon
- Ensure that there are effective measures in place to keep colleagues safe
- Collaborating with Property colleagues, ensure there is an effective and robust regime in place for fire alarm testing, health and safety inspections and evacuation plans in place for buildings and schemes
- Participate in an on-call rota and take a lead in complex, escalated or serious situations to keep colleagues and residents safe

Finance, Risk and Performance Management

- Embed a strong culture of value for money, including working collaboratively across the organisation to deliver value for residents
- Ensure that there are robust systems in place for managing, controlling and understanding the expenditure
- Responsibility for driving a culture of robust, accurate and comprehensive performance reporting through the Community Housing Service
- Deliver responsibilities in line with the Association's financial rules, standing orders and approval limits
- Proactively identify, manage and mitigate risk and to contribute to the Association's wider approach to risk management

The must haves:

Skills and Abilities

- Leadership skills, with the ability to coach, motivate and engage
- A strong resident focus, leading services that encourage resident loyalty
- Ability to engage, influence and negotiate with colleagues, residents and stakeholders
- Analytical, commercial and strategic thinking
- Ability to interpret, analyse, prepare and present financial information, performance information and complex data
- Ability to manage risk within an agreed appetite framework
- A capacity to deliver behaviours and culturally aligned results to tight deadlines and under pressure
- Ability to make sound judgements and protect the brand and reputation of Railway Housing Association

Personal Attributes

- Be a role model of the Association's values, behaviours and culture
- Act ethically, with integrity and honesty
- Be transparent, open and welcome of challenge and feedback
- Champion innovation, technology and efficiency
- Be resilient and work under pressure
- Champion the resident experience, putting residents at the heart of decision making
- A commitment to equality, diversity and inclusion

Experience and Knowledge

- Experience of colleague leadership and management within a high performing social housing setting
- An understanding of the regulatory requirements, legislation and operating environment of the social housing sector
- A track record of strong performance management
- Experience of using customer/client feedback in the design and delivery of services
- A formal housing qualification, at least at Level 4, or the willingness to achieve such qualification