

Senior Housing Officer - South



Home based with regular travel to our Manchester Office | £42693 |
Homeworking allowance £652.10 per annum | car allowance £4988.74

Closing date is 23rd April 2026

However we reserve the right to close before the date.

Experience and qualifications

- CIH qualification or willingness to work towards.
- Minimum of 3 year supported housing experience within Golden Lane Housing or similar housing provider.
- Knowledge of current specialist supported housing practices statutory and regulatory requirements.
- Experience of ASB, safeguarding, health and safety, lone working, and complaints management.
- Experience of Housing management policy and process improvement.
- Experience of managing service quality and customer feedback.
- A good understanding of customer care and commitment to the provision of consistent quality housing services.
- Experience of complaints reporting and risk management.
- Ability to communicate effectively both internally and externally with staff, tenants and support providers tenant representatives and other support professionals.
- Building positive relationships/partnerships.
- Judgement/troubleshooting skills.
- Strong time management and problem solving skills.
- Ability to work under pressure and to deadlines whilst maintaining accurate records.
- Record keeping and reporting.
- Working to strict targets and timelines.
- Extensive travel will be required so a full UK driving licence is essential

Benefits

- **27 days annual leave plus bank holidays (increases with service)**
- **Contributory pension (5% employee / 5% employer)**
- **Paid volunteering days (3 per year)**
- **Day off for your birthday**

Golden Lane Housing is committed to building a diverse, inclusive and values-led organisation. Our recruitment process is fair and accessible, ensuring equal opportunities for all candidates.

For more information and to apply: www.glh.org.uk/careers