



**Babergh &
Mid Suffolk**
District Councils



Candidate Pack

BABERGH & MID
SUFFOLK DISTRICT
COUNCILS

Head of Housing
Transformation & Regulation

16th February 2026



**Hyperion
Partners**

Recruiting the talent
behind housing success

Thank you for your **interest**

Welcome to the candidate pack for the role of Head of Housing Transformation & Regulation at **Babergh & Mid Suffolk District Councils**.

Within this document you will find a full role specification, coupled with application directions.

Our **values**

OUR PEOPLE

We empower, value and develop our people to work together as one dynamic and efficient team.

OUR CUSTOMERS

We care about delivering high quality, customer-focused outcomes with our communities and partners.

BEING OPEN AND HONEST

We are open, transparent and truthful.

TAKING OWNERSHIP

We take pride in our work and take responsibility for our actions.

BEING AMBITIOUS

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.

Summary of the **role**

JOB TITLE

Head of Housing Transformation & Regulation

REPORTING TO

Director for Housing

RESPONSIBLE FOR

Tenant Insight and Improvement Manager
Housing Programme and Systems Manager
Regulatory Support Coordinator

DEPARTMENT

Housing

GRADE

Band 8

SALARY

£65,000 -£70,000

JOB TYPE

Permanent

PRIMARY LOCATION

Endeavour House, 8 Russell Road, Ipswich, IP1 2BX

DBS CHECK

Not required



What you'll be doing

- 01 Lead accountability and compliance with the updated RSH consumer standards, ensuring delivery against the Safety & Quality, Transparency & Accountability, Neighbourhood & Community, and Tenancy standards, including proactive preparation for regulatory inspections and evidence-based reporting.
- 02 Inspire, and motivate the Housing Service to deliver highest standards of service delivery, monitoring and managing this through performance metrics.
- 03 Shape the Housing Service so that it can effectively support the Councils' and the Housing Directorate's vision, purpose, and strategic aims.
- 04 Ensure that the Housing Service provides a customer-focused service that seeks to exceed expectations and contributes to the Council being considered a 'landlord of choice'.
- 05 Maximise the value of customer feedback and insight to deliver recognisable improvements to service delivery, ensuring that customer input into the process is recognised and championed.
- 06 Drive innovation and continuous improvement through effective partnerships with teams across the Councils, and with key stakeholders, to further improve the customer experience.
- 07 Monitor and understand changes within the wider housing sector or in

central government that could impact on service delivery in the Housing Directorate and adapt service delivery or policies as required.

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- 08 Understand risks within the Housing Service, including health & safety risks, financial risks, reputational risks, regulatory risks, and business continuity risks, and act to minimise or mitigate against those risks.



Primary duties and responsibilities

PERFORMANCE MANAGEMENT

- 01 To take the data we collect and provide performance dashboards to drive up - performance and service delivery through a programme of continuous improvement.
- 02 To meet the organisations performance management requirements ensuring the service identifies trends early and reacts and responds.
- 03 Benchmark our data with others in the sector (via Housemark) and identify opportunities to save cost, increase income, improve services.

Primary duties and responsibilities cont...

- 04 Ensure tenants are provided with at least an annual statement on performance and provide transparency about our services. Most likely to be quarterly
- 05 Write and present information relevant to the role and service area in a format that is easily understood and meets the needs of the audience, including written reports, briefing notes, and digital presentations.

GOOD GOVERNANCE

- 01 To lead on compliance and good governance within the service in response to enhanced regulatory standards.
- 02 Ensure the organisation is able to evidence at all times compliance with the Regulator for Social Housing's consumer standards and other relevant legislation and reacts to the obligations placed upon the organisations going forward e.g. conducting mock inspections etc.
- 03 Be a positive ambassador for the Councils and the Housing Directorate when working with tenants, Members, partners, key stakeholders, and members of the public, and build strong working relationships.
- 04 Ensure that the councils provide accurate and timely data to government and its regulators as required.
- 05 To be responsible for the management and leadership of the Housing Regulatory Support Coordinator.

- 06 Work with Customer Operations to ensure compliance with the Housing Ombudsman Code of Practice.

DATA INTELLIGENCE & INTEGRITY

- 01 Create a central view of all housing data. Ensuring the service moves away from self-administered spreadsheets to appropriate real time reporting tools.
- 02 Use the data we store to intelligently and accurately to predict demand and future use of services.
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- 03 Ensure compliance data is available at the 'touch of a button' and that we can at all times provide confidence in our data and real-time reporting.
- 04 To work closely and collaboratively with the ICT team to ensure consistent data standards and good system administration.
- 05 Ensure robust collection, publication and use of Tenant Satisfaction Measures to drive continuous improvement and inform regulatory submissions.

BUSINESS IMPROVEMENT/ SYSTEMS THINKING/ CUSTOMER TRANSFORMATION

- 01 Utilise existing skills, and expertise within the service to conduct Systems Thinking/BPR reviews.
- 02 Drive forward the redesign of services focussed on a digital first approach ensuring the approach complements our tenant profile and aligns with corporate programmes.

Primary duties and responsibilities cont...

- 03 Use Insight including raw data, performance data, benchmarking data, and complaints data to develop changes to existing working practices that deliver the Housing Vision and its outcomes.
- 04 Champion inclusive service design in housing operations and resident engagement, ensuring regulatory compliance with equality and human rights expectations

POSITIVE COMPLAINT MANAGEMENT

- 01 To ensure tenants have their complaints dealt with promptly and fairly and that tenants are treated with respect, backed by a strong consumer regulator for tenants
- 02 Ensure the provision of easy access to the complaints procedure and ensuring residents are aware of it, including their right to access the Housing Ombudsman Service
- 03 Ensuring fairness in complaint handling with a resident-focused process.
- 04 Taking action to put things right and apply appropriate remedies where identified within the service.
- 05 Create a positive complaint handling culture through continuous learning and improvement within the Housing Directorate in partnership with the Organisation's Complaints and Feedback officer.
- 06 Demonstrate learning in our Annual Reports, performance reports and everything we do.

- 07 Prepare the service for regular targeted inspections by the Regulator of Social Housing, including mock inspections and remediation plans.
- 08 Develop and maintain a regulatory risk and assurance framework with early warning indicators, ensuring performance and compliance risks are identified, reviewed, and addressed promptly.

RESIDENT ENGAGEMENT

- 01 Make Certain the tenants voice is heard, ensuring tenants are at the heart of our service, instrumental in decision making and holding us, as a landlord to account through appropriate tenant engagement models of delivery.
- 02 Provide transparency of the landlord service both internally and externally amongst all stakeholders.
- 03 Ensure tenants and members are able to work together collaboratively for the improvement of housing services and improved outcomes for tenants.
- 04 To be actively involved in tenant scrutiny which informs development of existing service provision.
- 05 To be responsible for the management and Leadership of the Tenant Insight and Improvement Manager.

Lead organisational compliance with Awaab's Law requirements, ensuring timely hazard response procedures, tenant communication, and performance monitoring.
- 06 Undertake any other responsibilities relevant to this post, as directed by the Director for Housing.

Skills & experience

EDUCATION / TRAINING

- ▲ Relevant professional qualification or degree, e.g., Housing/Social Policy or CIH Level 5 or higher/RICS.
- ▲ And equivalent extensive in-depth knowledge gained through experience.

KNOWLEDGE & EXPERIENCE

- ▲ Comprehensive understanding of the regulatory framework and good practice in the housing sector.
- ▲ Extensive experience of delivering the exceptional Customer Experience.
- ▲ Extensive experience of understanding and effectively monitoring Compliance
- ▲ Extensive experience of Performance management and a proven track record of delivering continuous improvements against performance metrics
- ▲ Extensive experience of working in the social housing sector including where possible in tenant engagement
- ▲ Ability to act as a source of comprehensive knowledge and expertise for colleagues in relation to housing and related areas.
- ▲ Experience of dealing effectively with organisational/ transformational change.
- ▲ Experience of report writing and being able to tailor it to difference audiences.
- ▲ Experience of delivering successful transformation programmes.

SKILLS & ATTRIBUTES

- ▲ Ability to interpret legislation and regulations and implement them by creating effective policy and procedures.
- ▲ Ability to demonstrate leadership skills
- ▲ Ability to story tell and articulate a vision, why it is needed, how we will get there and what it will look and feel like once we have achieved it
- ▲ Ability to communicate and adjust communication to suit audience.
- ▲ Ability to assess and analyse in detail operational problems or challenges, problem-solve, and decide on a suitable course of action.
- ▲ Ability to lead and motivate staff and carry out appraisals and supervision.
- ▲ Ability to develop productive working relationships with key partners and contacts to find innovative solutions and outcomes.
- ▲ Ability to draft and to convey complex information such as reports to meet the needs of a variety of audiences, including elected Members; tenants; landlords; companies; government agencies; and charitable organisations.
- ▲ Ability to negotiate and influence, including capacity to exercise persuasion in challenging and complex situations to encourage others to adopt a particular course of action
- ▲ Ability to think outside the box and find innovative solutions to challenges or problems

BEHAVIOURS

- ▲ Empowering, valuing and developing our people
- ▲ Valuing our customers
- ▲ Being open and honest
- ▲ Taking ownership
- ▲ Being ambitious

EQUALITY & DIVERSITY

- ▲ Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).

Benefits

- ▲ Generous leave entitlement (26 days a year, rising to 31 days after 5 years continuous service)
- ▲ Competitive Local Government Pension Scheme (LGPS)
- ▲ Wellbeing Support and Employee Assistance Programs
- ▲ Private Health Care Options
- ▲ Electric Vehicle Salary Sacrifice Scheme
- ▲ Paid volunteering days
- ▲ Flexible and hybrid working arrangements (Business needs permitting)
- ▲ Great learning and development opportunities

For more information, visit our [Employee Benefits page](#)

Additional information

- ▲ This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity.
- ▲ The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office.

PLEASE NOTE

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

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Partners**

Thank you

For taking an interest in the role of Head of Housing Transformation & Regulation at Babergh & Mid Suffolk District Councils.

Should you require further information, or would like to discuss your suitability for the role, please engage with Ed Tree at Hyperion Partners.

CONTACT



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