

Job Description

Job Title:	Property Standards Manager
Reporting to:	Operations Manager (Repairs & Maintenance)
Directorate:	Property
Direct Reports:	Approx. 3
Budget:	£1-2m circa
JD date reviewed:	August 2026
Job Level:	Level T15

Job Purpose

To lead and manage the delivery of property standards across the housing stock, ensuring homes are safe, compliant, and maintained to a high standard. The postholder will provide strategic and operational leadership for the housing Health & Safety Rating System (HHSRS), landlord health & safety responsibilities, statutory compliance & property condition standards. The Property Standards Manager will ensure the organisation meets all legal and regulatory obligations while driving continuous improvement in resident safety, asset performance and service quality.

Key Strategic Responsibilities

- Oversee property inspections and audits to identify hazards, defects, and compliance risks.
- Act as the organisation's subject matter expert within the Property Standards remit, providing authoritative technical advice for Social Housing (Regulation) Act 2023 with focus on Awaab's Law and Housing Health and Safety Rating System (HHSRS).
- Provide expert advice to the rest of the business, and operational teams regarding hazard assessments and remedial actions.
- Monitor emerging legislation and recommend changes to standards and practices.
- Lead responses to housing condition complaints, disrepair concerns, and regulatory investigations.
- Lead the operational implementation and assurance of the organisation's compliance with Awaab's Law phase 1 & 2 and associated regulatory requirements within the Property Standards Service Remit.
- To actively promote and embrace the behaviors of Eastlight Community Homes' staff and enhance the overall customer experience. Using your customer service excellence, the team will need to lead by example, under your guidance, to demonstrate these behaviors that delight the customer experience.
- Line management of the Healthy Homes Manager and Estate Rangers Senior Ranger.

Risk Management & Assurance

- Maintain HST compliance risk registers and provide assurance when reporting to operations manager, working in collaboration with Eastlight's Health & Safety Manager.

- Lead investigations into property-related incidents, accidents, and near misses.
- Ensure effective controls are in place to manage health and safety risks within residents' homes and communal areas.
- Support internal and external audits and regulatory inspections.
- Resident engagement - Communicate findings, manage expectations, and support residents during inspections.

Key Functional Responsibilities

- Data & reporting - Maintain accurate records, update compliance systems, and provide KPI reports to Operations Managers.
- Specification & instruction of works - Produce technical specifications, raise orders, and ensure works align with compliance requirements.
- To undertake the duties and responsibilities of the post, others as directed by the Operations Manager and always comply with Eastlight Community Homes' Health & Safety Policy, Risk Assessments, Safe Working Practices, and all relevant Health & Safety Regulations.
- To be responsible for the development of the Healthy Homes and Rangers services and ensure all employment relations issues are addressed and supported in a timely, professional and consistent manner.
- To ensure sound management of people resources across the service and that the department is undertaking regular 121's, team meetings and Annual Appraisals for all staff.
- Be responsible for budget management and reporting to the Operations Manager for expenditure commentary for Healthy Homes and Estate Rangers P & L.

Person Specification

Education & qualifications	• CIH level 4 or working towards achieving. • Site Management Safety Training Scheme. • Level 3 or 4 NVQ in construction or Health & Safety (or equivalent).
Experience	• Extensive experience in property maintenance, repairs, voids, or asset management within a housing or property services environment. • Proven experience of managing property standards, ensuring homes meet statutory, regulatory, and organisational requirements. • Experience of leading and developing high-performing teams, including direct staff and contractors. • Demonstrable experience in contract management, including monitoring performance, quality assurance, compliance, and value for money. • Experience of managing budgets and controlling expenditure while maintaining service standards. • Proven track record of delivering service improvements and driving operational performance against key performance indicators (KPIs). • Experience of investigating and resolving complex customer complaints, ensuring positive outcomes and customer satisfaction.

	• Knowledge and practical experience of health and safety legislation and compliance requirements relating to residential properties. Experience of analysing performance data and producing detailed reports to support decision-making and continuous improvement. • Experience of working collaboratively with internal departments, contractors, and external stakeholders to achieve service objectives. • Experience within social housing or local authority housing services. • Knowledge of the Decent Homes Standard, Housing Health and Safety Rating System (HHSRS), and relevant housing legislation. • Experience of managing large-scale planned works programs and property improvement projects. • Experience of procurement and tender management. • Relevant qualifications in Construction, Building Surveying, Property Management, Housing, or a related discipline.
Knowledge and Skills	Self-motivated and capable of working independently using own initiative, as well as collaboratively within a team to build strong working relationships, enhance team performance, and deliver improved value for money and customer satisfaction. Demonstrated interpersonal skills with experience managing supervisory and contract management teams in high-pressure, fast-paced environments, both in the office and on-site. • Strong report writing skills. • Excellent presentation and communication skills. • Skilled in data analysis and the presentation of management information. • Proficient in Microsoft Office applications, including Word, Excel, and Outlook. • Holds a full UK driving license.