

Job title: Head of Centre of Excellence- Tenancy

Line manager: Managing Director North Counties

Grade (if applicable): 1

Direct reports: 1 (12-month fixed term)



Role purpose:

As a senior leader within Operations, you will be a portfolio lead and responsible for ensuring our services across all regions are consistent and in line with legislation and regulation. You will lead tenancy management process reviews to ensure we are ready to move onto our new Dynamics 365 CRM platform. You will take operational leadership to ensure we are ready for the Renters Rights Act changes affecting social housing. You will be the technical lead for your specialist areas, leading on internal audit and bringing best practice and new ideas into the organisation.

Tenancy Management is all about the resident. There is a legal relationship in place via a tenancy, but to us it is more than that, it is about our engagement with residents and ensuring we take a human approach in our delivery of the service.

Key Activity/Success Metrics:

As the Head of Centre of Excellence, you will be the subject matter expert and technical lead across all regions for your portfolio, providing leadership, vision, direction and support. Collaboration is key to your role. You will be working across multiple directorates and teams, pulling on strength from central services to support and empower regional and local services.

You'll be responsible for ensuring a smooth transition of CRM case types to Dynamics 365; undertaking tenancy management process reviews with the business to ensure what we build is fit for purpose and meets both colleague and resident needs. You'll work closely with IT, involved residents, business analysts and business change managers, leading the design, testing and roll out across the organisation.

You'll be the operational business lead for ensuring we meet the requirements of the Renters Right Act for social housing tenancies.

Working closely with Operations Assistant Directors and Heads of Service, you will ensure consistency in approach whilst understanding the local nuances and how they feed into the strategic direction of the service. You will take ownership of resolving cross functional/regional issues and work together to pilot new ideas and make sure changes are embedded within policy, process and ultimately practices within the local operational teams.

You will be responsible for identifying risks and providing assurance across all regions, ensuring compliance with regulatory and legislative standards. You will use your specialist knowledge and be responsible for designing and embedding a quality monitoring system for your portfolio. You will be the lead officer for internal audits, coordinating with external auditors and colleagues, agreeing the scope, providing full oversight to the business and take accountability for providing management responses, ensuring audit actions are delivered to timescale and working with local teams to build action plans as a result.

As policy lead for your portfolio, you will collaborate with the central Policy team ensuring we have fit for purpose policies that work across all localities and customer groups. You will influence strategic planning and operational delivery through undertaking research, identifying best practice and bringing new ideas to improve the quality of service delivery for our customers.

Working with the business intelligence team you will bring your expertise and knowledge to translate insights into service improvements, working with the Assistant Directors and Heads of Service to

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implement and embed changes. Alongside this you will work with the Learning and Development team in providing tailored and timely training for delivery teams. As a member of the regional senior management team, you will contribute to the development and delivery of regional priorities.

Key areas of knowledge:

As the Subject Matter Expert, you will have in depth knowledge of all things Tenancy Management, including:

- Succession
- Assignment
- Joint to sole / sole to joint
- Mutual exchange
- Approvals
- Household changes
- Access to the home, including injunctions
- Legal activity relating to breach of tenancy

You'll need a detailed understanding of the Renters Rights Act and implications for social housing providers.

You will need a good depth of understanding and knowledge of housing law associated to tenancy management, alongside the ability to interpret case law, linking all of this back to Peabody ways of working, bringing it to life in our policies and processes.

You will seek out best practice and be the Peabody lead at forums relating to changes and proposals within the sector relating to tenancy management.

Your role will cover all rental tenure types, so you need to know the nuances of the various types we use and how processes need to adapt to suit each one.

As an organisation we are maximising the use of data to support proactive activity in delivering the best customer service we can. We also want to build collaborative processes and reduce silos in ensuring our residents get the very best holistic service from us. The proactive nature of our approach will see us undertake home visits and resident contact with a focus on wellbeing and the condition of homes. We need to build this into our day-to-day tenancy management life, making it a standard feature of what we do. This role will play a part, working with colleagues from across the business, in developing and monitoring our approach, learning from pilots and rolling out initiatives across all regions.

About you:

You will be:

- You will have in-depth knowledge of your area of expertise, demonstrating your commitment to keep this up to date and always finding new innovative ways to do things differently.
- You will have in-depth knowledge of the Renters Rights Act and specific impact on social housing tenancies.
- You must be a doer and have significant experience in undertaking process reviews, designing for the future.
- You will be experienced working with Business Analysts and involved residents to define process requirements for system changes, preferably with experience working with CRM platform Dynamics 365.
- Able to build strong collaborative relationships, through open and respectful conversation.
- You will be a strategic thinker with operational knowhow and experience of delivering across multi-faceted teams.
- With sound judgement, you will be an analytical thinker, have a great eye for detail and be highly organised.
- As an informed risk taker and strong negotiator, you will have experience of designing and executing business change with successful outcomes.

- A team player and collaborative leader, you'll also demonstrate your flexibility, openness and resilience to work through organisational structures and operational challenges, removing barriers and blockers and simplifying perceived complexity.
- A subject matter expert in Tenancy Management – you will have the knowledge to be the 'go to' person within our business.
- Able to demonstrate your knowledge and experience of translating legislation and case law into day-to-day operational change.

Leadership Responsibilities:

- As a member of the leadership team, support and enable delivery of the Group Strategy through strategic and operational contribution.
- Demonstrate strong leadership skills to help build a diverse and inclusive organisations; ensuring that Equality, Diversity and Inclusion principles are fully embedded in the attraction, recruitment, development and retention of your teams and within the delivery of our services.
- Be a confident role model and leader, ensuring you reflect the values of the organisation. Know what it takes to motivate your team and ensure they have the right tools to do the job.
- Empower your teams to develop and grow, leading with trust and showing appreciation.
- Build effective networks internally across the organisation and externally to support delivery of the group strategy.