

Tenancy Specialist Team Manager

Job Description

Pod: Community

Stem: Tenancy Specialists

Reports to: Head of Community

Direct reports: Tenancy Specialist Team Leader, Tenancy Specialists



Red Kite's Expectations

At Red Kite, we don't just work for our tenants — we work *with* them. Building and sustaining strong relationships is key to our success. We believe that great service starts with great people: dedicated, empowered, and passionate about making a real difference to our tenants' experience.

As a **Tenancy Specialist Team Manager**, you'll lead by example — guiding your team to deliver outstanding, tenant-focused services, driving performance, and ensuring that every interaction reflects our values of respect, collaboration, and excellence.

Key Responsibilities

- Lead and manage a team of Tenancy Specialists to deliver high-quality, consistent, and efficient tenancy management services.
- Oversee all pre-tenancy and tenancy management functions, ensuring compliance with policies, procedures, and housing regulations.
- Manage and prepare legal documents, including Notices to Quit, Possession Orders, Injunctions, and other tenancy-related paperwork.
- Oversee complex tenancy cases such as failed successions, use and occupation accounts, tenancy breaches, and renewals.
- Manage emergency decants and internal moves in line with policy.
- Lead performance management, coaching, and one-to-one development to ensure individual and team goals are met.
- Collaborate with the Head of Community to monitor and improve service delivery through data, audit systems, and performance indicators.
- Drive continuous improvement through lessons learned from tenant feedback and service reviews.
- Champion safeguarding, ensuring all concerns are reported promptly and appropriately.
- Compile and present high-level reports to management when required.
- Build strong cross-team relationships, fostering collaboration and consistency across service areas.

Our essentials

- A strong understanding of housing law, tenancy types, and tenancy management processes.
- Proven experience managing complex tenancy issues such as succession, housing fraud, ASB, and domestic abuse.
- Excellent written and verbal communication skills, with the ability to prioritise and handle competing demands.
- Experience managing staff performance and driving service excellence.
- Confidence working independently while maintaining a team-focused approach.
- A high level of professionalism, organisation, and attention to detail.

- A proactive, problem-solving mindset with a commitment to “getting it right first time.”

Added extras

- A passion for growth, innovation and continuous improvement, eager to deliver excellent value for money services.
- A natural leader who motivates, inspires, and develops others.
- Someone who enjoys innovation and finding smarter ways of working.
- Comfortable using data and insight systems to monitor performance and identify improvements.
- A “can-do” attitude — willing to tackle challenges because it’s the right thing to do, not the easiest.
- A collaborator who promotes teamwork and shared learning across pods.
- Someone who takes pride in delivering an award-winning, tenant-focused service.

Qualifications, Skills & Experience

We have a dedicated team here at Red Kite that supports employees with all things Learning and Knowledge. This role requires you to have:

- A Level 4 qualification (regulated by Ofqual) or willingness to work towards one, in areas such as professional practice skills for housing management, equality, diversity & inclusion and customer service in housing
- Significant, recent experience in housing management at a management level, including staff supervision.
- Proven record of delivering service improvements in tenancy management and sustainment.
- Experience working with external partners to achieve positive outcomes for tenants.
- Track record of strong performance management and understanding of various tenancy types (starter, fixed term, assured, etc.).
- Excellent communication and interpersonal skills.
- Strong organisational and analytical abilities.
- Confident handling complex cases and making sound, evidence-based decisions.
- Ability to build effective relationships across teams and with stakeholders.
- Creative thinking and adaptability in a fast-paced environment.