



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Housing Regulation Officer
Job Reference	713238
Service	Housing
Team	Housing Information and Governance
Location	Shute End
Reports to	Service Manager - Housing Information and Governance / or Data, Policy and Performance Manager
Responsible for	N/A
Grade	7
Contract Type	Permanent
Hours	Full time

Main Accountabilities	
1.	Provide a variety of housing activities to adhere to Social Housing (Regulations) Act 2023 and all other relevant legislation, ensuring they are being correctly assessed and compliant with legal duties
2.	Play a key role in innovating, improving business performance, supporting the Housing Service in driving forward innovative and creative initiatives that reflect the Council's corporate objective.
3.	Maintain up-to date knowledge of how policies and procedures need to adapt in the light of the changes in consumer standards and regulation.
4.	Conduct a continuous cycle of case audits through triangulation of business intelligence i.e. evidence obtained through case audits, complaints, member enquiries, Ombudsman investigations, KPI's and data.
5.	Collaborate effectively with all stakeholders, within the housing team and across the Council to drive customer and employee satisfaction
6.	Manage, plan, and deliver bespoke induction, legislative and complaint refresher training across the Housing Service and across other related services using mixed methods
7.	Provide regular reports to managers, based on the analysis of case audits, and ensure appropriate measures are in place to track the effective implementation of proposed improvements





8.	Lead of completion of self-assessment against the consumer standards
9.	Act as the primary relationship manager between the Housing Service and WBC's wholly owned local housing companies. Ensure compliance with the Service Level Agreement (SLA), including timely processing of invoices and payments. Monitor and report on service delivery standards to confirm that the services provided meet agreed expectations and contractual obligations.
10.	Lead and deliver projects that support compliance with the Social Housing (Regulation) Act 2023 and undertake any other duties appropriate to the grade of the post.

Person Specification	Essential	Desirable
Education/Qualifications	GCSE's or equivalent	CIH 4 qualified or willing to work towards this
Experience	Previous experience of working in a regulated sector, such as housing	
Skills/Knowledge	<p>Proficient in Microsoft Office (especially Outlook, Word, Excel, and Teams); confident in minute-taking, action tracking, and document management systems</p> <p>Strong interpersonal skills and ability to build positive working relationships across teams</p> <p>Ability to actively anticipate potential problems and find solutions to prevent or mitigate repeat complaints.</p> <p>Strong problem-solving skills, able to work using your own initiative and collaborate with teammates, customers, and other professionals.</p>	Good understanding of the change in regulation and how to deliver against this, whilst developing meaningful involvement and learning opportunities.
Behaviours/Attributes	Highly organised, enthusiastic, proactive, and able to manage multiple priorities with attention to detail	Comfortable working independently and collaboratively in a fast-paced environment





Purpose Details	
Service Purpose	To deliver high-quality housing services that comply with statutory requirements, consumer standards, and regulatory frameworks, ensuring safe, secure, and well-managed homes for residents while driving continuous improvement and customer satisfaction.
Role Purpose	To act as the key link between the Housing Service and WBC's local housing companies, ensuring compliance with the Social Housing (Regulation) Act 2023 and related legislation. The role will lead on governance, service assurance, and relationship management, monitor performance against Service Level Agreements, and support projects that strengthen regulatory compliance and service delivery.

Supervision and Relationships	
Supervision Received	Reports to the Information and Governance Service Manager / or Housing Data, Policy and Performance Manager
Supervision Given	Works closely with: Policy and Strategy Teams, Data Analysts, Housing Operations, Regulatory Bodies
Contacts	Housing Services for governance compliance and data Regulator for Social Housing for regulation compliance

Resources/Budget Management
N/A

Special Requirements
N/A

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N
Working at Height	N
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	N





WOKINGHAM
BOROUGH COUNCIL

Driving for Work	N
Hand Arm Vibration	N
Lone Working	N
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N

Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	N
Working with Elderly/Disabled Adults	N
Work Environment Details	Hybrid

Role Involvement	Details
Working with Children	N
Working with Vulnerable Adults	N
Both of the Above	N
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	N





WOKINGHAM
BOROUGH COUNCIL

Disclosure and Barring Service (DBS)		Details
DBS Requirement	Basic	
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)	

Re-checks
N/A

Evaluation Declaration	
Date of Evaluation:	13/11/2025
Evaluated by:	HR Team

