

Director of Housing

Recruitment Pack

37.5 Hours Per Week
Full Time, Permanent
c.£75,000 per Annum





Here for young people
Here for communities
Here for you



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Dear Applicant,

Thank you for your interest in the role of Director of Housing at YMCA North Tyneside.

At YMCA North Tyneside, our social purpose centres on creating safe, vibrant, and supportive communities where individuals can thrive. As an essential housing and supported accommodation provider, we are deeply committed to delivering high-quality housing, tackling homelessness, and offering meaningful tenancy sustainment and support services to those who need them most.

As a key member of our executive leadership, you will play a pivotal role in shaping and delivering our strategic goals, driving operational excellence, and ensuring robust regulatory compliance across all our housing and asset management operations. Crucially, as we look to expand our footprint, you will lead our housing development ambitions—leveraging national grant frameworks such as the Homes England Affordable Homes Programme, strategic partnerships, and capital funding streams to deliver new, safe and energy-efficient homes for our communities.

We are looking for an exceptional, values-driven housing leader who combines strategic vision with a hands-on approach to housing development, continuous improvement, digital transformation, and tenant empowerment.

YMCA North Tyneside is entering an important period in the development of its housing offer. With ambitions to grow its housing portfolio, strengthen the quality and consistency of existing services and continue responding to homelessness and housing need across the region, the organisation requires senior housing leadership that can bring these priorities together. This role will not only focus on maintaining existing provision; the Director of Housing will help shape what comes next.

The external environment also makes this a particularly significant appointment. Expectations around consumer regulation, building safety, asset management, tenant voice and service quality continue to increase, while the need for safe, affordable and sustainable homes remains acute. We therefore need to combine strong operational and regulatory assurance with a clear approach to investment, development and long-term growth. The successful candidate will lead housing, asset management, homelessness provision and development as an integrated portfolio, while helping the organisation maximise opportunities through Homes England, regional funding and strategic partnerships.

At its heart, however, this appointment is about people and impact. YMCA North Tyneside's housing services provide more than a place to live; they sit alongside support designed to help people build greater independence and more fulfilling lives.

The next Director of Housing will have the opportunity to influence both the homes YMCA provides today and the communities it can support in the future, combining commercial and regulatory discipline with the organisation's values of Believe, Inspire, Serve and Thrive. For the right individual, this is an opportunity to build rather than simply inherit: strengthening the foundations of the existing service while helping define the next chapter of housing at YMCA North Tyneside.

If you share our core values—Believe, Inspire, Serve & Thrive—possess the leadership drive to motivate high-performing teams, and are dedicated to making a lasting impact in our region, we would love to receive your application.

Warm regards,

The Executive Team — YMCA North Tyneside

In April 2026 we surpassed 1000 units of accommodation and continue to grow at pace, driven by the partnerships we hold with 'Regulate & Protect' support-provider partners (managing agents) such as The Housing Network, Green Bridge Community Housing and Positive Directions North East. At the time of publication we have circa 1,250 tenancys of which over 1,100 relate to our partnership work.



ABOUT YMCA NORTH TYNESIDE

YMCA North Tyneside is a community-anchored organisation dedicated to transforming lives. Our housing services provide safe, affordable, and high-quality homes alongside tailored support services designed to help residents build independent, fulfilling lives.

Our Core Values

Rooted in our commitment to serving love, our values ensure we nurture individuals in Body, Mind, and Spirit.

Believe: We have unwavering faith in the potential of people and communities, empowering individuals to recognise their worth and achieve their aspirations.

Inspire: We lead by example, encouraging positive change, resilience, and personal growth across our services and teams.

Serve: We put people and communities first, dedicated to compassionate, high-quality, and person-centred support.

Thrive: We create environments where individuals, families, and staff can flourish, grow, and achieve long-term success.





OPERATING & WORK ENVIRONMENT

- Agile & Flexible Leadership: Combining office presence, remote flexibility, and active site visibility across housing schemes and community hubs
- Visible Community Presence: Frequent engagement with frontline staff, residents, local authority partners, and external regulatory bodies
- Integrated Service Model: Unifying housing operations, development pipelines, tenancy sustainment, property maintenance, compliance, and asset management into a cohesive operating framework



ROLE PROFILE & RESPONSIBILITIES

The Director of Housing is responsible for the overall strategic direction, operational delivery, development, and regulatory compliance of YMCA North Tyneside's housing and property services. Reporting directly to the CEO, the postholder provides senior executive leadership across housing management, homelessness provision, tenancy sustainment, housing development, asset management, and building safety.

Strategic Leadership & Governance

- Lead the formulation, delivery, and review of the organisation's Housing, Asset Management, and Housing Growth Strategies aligned with our values: Believe, Inspire, Serve & Thrive
- Act as an active member of the Senior Executive Team, contributing to organisational governance, corporate risk management, and strategic planning
- Prepare and present comprehensive performance, development pipeline, financial, and strategic reports to the Board and Board Committees
- Act as lead officer for regulatory engagement, in respect of the organisation's housing and property services, Including ensuring full compliance with the Regulator of Social Housing's Consumer Regulatory Standards, Building Safety legislation, and Housing Ombudsman Codes of Practice
- As an active member of the Senior Executive Team, support the Director of Finance to ensure full compliance with the Regulator of Social Housing's Economic Regulatory Standards, including taking a lead on ensuring compliance with the Rent Standard
- Lead, coach, and develop direct reports and wider operational teams, fostering a high-performance, accountable culture

Housing Growth, Capital Development & Grant Funding

- Identify and execute strategic housing development opportunities, site acquisitions, and partnership models to grow YMCA North Tyneside's housing portfolio
- Lead bid preparation, grant administration, and compliance for public capital funding streams, with primary focus on the Homes England Affordable Homes Programme (AHP), Combined Authority housing funds, and local authority capital grants
- Oversee end-to-end delivery of housing schemes—from feasibility, appraisal, and planning through to development, handover, and commissioning
- Establish strong collaborative relationships with housebuilders, local planning authorities, Homes England officers, and specialist developers

ROLE PROFILE & RESPONSIBILITIES (cont.)

Housing Operation & Homelessness Provision

- Oversee all core housing operations, including tenancy management, income collection, rent arrears management, allocations, and anti-social behaviour handling
- Lead homelessness prevention and supported accommodation services, ensuring person-centred delivery for vulnerable individuals and young people
- Embed robust tenant involvement framework channels to ensure resident feedback directly shapes service design and operational policies
- Champion digital transformation initiatives to enhance tenant experience and streamline operational workflows

Asset Management, Building Safety & Maintenance

- Maintain operational oversight of property repairs, planned investment programmes, and corporate facilities
- Ensure absolute compliance with statutory building safety requirements, including gas, electrical, asbestos, water hygiene, and fire safety
- Oversee capital development schemes, stock condition assessments, and energy-efficiency investment plans, including taking the lead on the development and implementation of the organisation's decarbonisation strategy

Financial & Resource Management

- Act as principal budget holder for Housing, Asset Management, and Development revenue and capital budgets
- Drive financial probity, commercial acumen, value for money, and long-term business planning across all housing streams



PERSON SPECIFICATION

Requirements	Level	Assessment
Qualifications		
Educated to degree level or equivalent professional experience.	Essential	Application
Relevant Level 5+ qualification in Housing Management.	Desirable	Application
Professional membership of CIH or recognised development/project management qualification.	Desirable	Application
Experience		
Minimum 3–5 years senior leadership experience within social housing, supported accommodation, or local authority housing.	Essential	App/ Interview
Development & Funding		
Demonstrable experience securing and managing public housing grant funding (e.g. Homes England AHP, regional capital funds).	Essential	App/ Interview
Track record of overseeing housing development pipelines, scheme appraisals, or estate regeneration.	Essential	App/ Interview
Regulatory & Strategy		
Proven track record of strategic business planning, risk management, and regulatory compliance (Consumer Standards, Building Safety Act).	Essential	App/ Interview
Financial Management		
Significant experience managing complex revenue and capital budgets, delivering value for money.	Essential	App/ Interview
Operational Leadership		
Successful leadership of housing management, homelessness, asset investment, or tenancy sustainment teams.	Essential	App/ Interview

PERSON SPECIFICATION (cont.)

Requirements	Level	Assessment
Knowledge		
In-depth knowledge of statutory housing legislation, regulatory frameworks, Ombudsman codes, and landlord obligations.	Essential	App/ Interview
Knowledge of Homes England funding frameworks, grant conditions, planning processes, and section 106 delivery.	Essential	App/ Interview
Skills & Attributes		
Strong leadership, coaching, and workforce management capabilities with excellent data manipulation and financial modelling skills.	Essential	App/ Interview
Values-driven leader aligned with Believe, Inspire, Serve & Thrive, full UK driving licence, and access to a vehicle.	Essential	Interview/ Check



KEY TERMS & CONDITIONS

Salary	c.£75,000 per annum
Hours of Work	35–37.5 hours per week (Monday to Friday, plus evening governance meetings as required)
Contract Type	Permanent
Location	YMCA North Tyneside Hubs / Scheme locations with agile working options
Pension & Benefits	Competitive employer pension contributions, health & wellbeing schemes, generous leave allowance
Pre-employment Checks	Baseline Personnel Security Check / Enhanced DBS check and professional references required

HOW TO APPLY

Closing date is Wednesday 4th November.

Please contact James Carss, CEO, Castle Peak Group at james.carss@castlepeak-group.com submitting a full CV and covering letter.



Contact

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YMCA North Tyneside is a company limited by guarantee registered in England No.02703063. Registered charity No.1011495. Registered social housing provider No.4793. Our registered offices are: Church Way, North Shields, Tyne & Wear, NE29 0AB.

www.ymcanorthtyneside.org

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YMCA enables people to develop their full potential in mind, body and spirit. Inspired by and faithful to our Christian values, we create supportive, inclusive and energising communities where young people can truly belong, contribute and thrive.