

Local Link Lead – Independent Living – Regional based

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency and value for money.
- Take responsibility for delivering excellence and be accountable for your actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

Reporting to the Head of Local Link you'll be the Local Link lead for Independent Living services in the regional area, promoting and supporting the Local Link delivery model, taking ownership for the delivery of high quality, resident-focused services.

Our independent living services operate in sheltered, extra care and over 55's schemes across London, the Midlands, Kent, Sussex, Berkshire/Reading, Hampshire and the Isle of Wight. With the aim of promoting residents' independence, safety and wellbeing,

You need to be able to work flexibly outside of your core working hours, to attend meetings and respond to other business requirements. You will be required to work a minimum of 3 days in the office and/or regional locations, dependent on business needs. You will also be required to be on-call across the organisation, on a rota basis.

There will be occasions when you will be required to work across Southern Housing locations, therefore you need to be willing to travel, with possible overnight stays.

CREATING COMMUNITIES TOGETHER



You will need a valid driving license and access to a vehicle to enable you to visit all Southern Housing offices and stock. The cost of travel will be reimbursed.

The location

You'll be based at one of our offices currently Farringdon, Croydon, Portsmouth, Isle of Wight, Birmingham, Kent or East Sussex, with the option of working in a hybrid way when appropriate and as agreed with your manager.

What you'll be doing

- To oversee the operational effectiveness of Southern Housing's Independent Living services, reviewing, monitoring and reporting progress against our corporate objectives and Independent Living Service Offer.
- As Local Link lead, provide ownership for coordinating resident services, ensuring improvement plans for schemes and estates are implemented with clear action plans for a solution focused approach to achieve better outcomes for residents.
- Ensure residents are at the heart of service design and delivery, in line with business needs and strategic objectives.
- Provide leadership and development support to functional teams ensuring highly effective performance management is embedded, and career pathways and succession plans are designed and implemented.
- Contribute to the development and implementation of initiatives and strategies that ensure homes in our Independent Living portfolio continue to be sustainable and achieve the expected return on investment.
- Maintain a suite of service KPI's to measure performance of the Independent Living services, aligned to tenant satisfaction measures and Social Housing Regulator's Consumer Standards.
- Deliver maximum housing occupancy, tenancy sustainment, revenue collection and customer satisfaction in line with performance targets and budget expectation.
- Ensure that all staff are regularly briefed on changes and developments within the organisation and have opportunities to contribute to continuous improvement of the service and plans for the future.
- Recognising the service is funded substantially by service charges, responsible for the preparation of, and management of delegated budgets in line with agreed timescales and controls, ensuring value for money
- Contribute to systems and the development of digital experience to enhance the service.
- Prepare and present reports as required for internal and external purposes.
- Manage and analyse data and reporting, to drive performance.
- Maintain and develop excellent relationships with partners to enhance service delivery to residents living across Independent Living services, including effective dealing with complaints.
- Maintain a detailed knowledge of current legislation, available technology, data protection changes, regulatory framework, and best practice.
- Work in conjunction with the Risk Management framework, encompassing Health and Safety, Data Protection and demonstrate effective controls and compliance with all statutory, regulatory and policy requirements relating to the management of the business.
- Represent Southern Housing as an ambassador at external conferences, seminars and networking groups to learn and act from best practice, leading on service accreditation and participating in awards submissions and presentations.

What you'll need:

Essential

- You need to have substantial experience of managing the provision of Independent Living services, including housing for older people, and extra care schemes.
- You need the knowledge and experience of standards, best practice and professional issues in older people's housing and service delivery.
- You need to have understanding of the national policy changes in the housing for older person's sector.
- You need to have experience of managing change and bringing teams together over a common goal and delivering demonstrable outcomes and impact.
- You will need in depth knowledge of safeguarding regulation for adults and children.
- You need to have experience of managing staff and contracts with proven leadership and management skills, engaging in a collaborative way at all levels to achieve high performance and grow individual and team capability by empowering colleagues, setting clear objectives and providing feedback.
- You need to have evidence of continuing professional development.
- You will be a role model for excellent customer service, creating a "resident first" working environment.
- You need to be an effective communicator, using a range of appropriate techniques and tools to convey messages, maximising a multi-function and accessible communication environment.
- You need to be able to work with others within and outside the department to achieve results.
- You need to be a decision maker who takes ownership and responsibility for the outcomes.
- You need to be able to manage change effectively; understand the needs for continuous improvement and play an active role in delivering successful change.
- You need to be able to present complex proposals in a clear, transparent way that is easily understood at all levels.
- You need to be able to meet targets and deadlines and show persistence and determination when setbacks occur.
- You need to analyse information logically and come to objective judgements.

Qualifications/Professional Development

Essential

- You need to have a relevant degree (or equivalent) or be qualified by experience to an equivalent level

Circumstances

- All employees will be subject to an Enhanced Disclosure and Barring Services check, an Adult Barred List check and any other necessary regulatory and/or company required checks

Size and scope of role	
LT Directorate:	Resident Experience
No. of Direct Reports:	7-9 people
Area of responsibility:	3 regions: London/Midlands, BISH/West Sussex & Kent/East Sussex
JP Last updated:	June 2026