

CORNWALL HOUSING



A CORNWALL
COUNCIL COMPANY

Service Manager - Independent & Supported Living

Recruitment pack



Join us at Cornwall Housing and be part of the change

If you're looking for a quiet life in Cornwall, this isn't the place for you. But if you're after a challenge and a change, where you can really make a difference, then we've got a home for you at Cornwall Housing.

We're renewing our service to ensure every resident has the safety, support, and opportunity to thrive in a home that truly works for them. By uniting our Supported Housing and Independent Living teams, we are building a service rooted in care, connection, and community - one that helps residents live fulfilling lives and makes a lasting, positive impact.

If you're inspired by these values, apply now and become part of this change!

We're looking for a passionate and people centred **Service Manager** to lead and launch our new Cornwall wide **Independent & Supported Living Service**. This is an exciting opportunity to shape a service built on strong locality working, meaningful resident connections, and a deep commitment to valuing our people.





What our new Independent & Supported Living Service looks like for residents

Our refreshed Independent & Supported Living service is designed around our locality model, with support delivered across three regions, ensuring services are accessible, personalised, and rooted in the local community.

Regional Housing Officers

Each region has a dedicated Housing Officer who is accountable for services in that area. They will lead the team working on site, coordinate support, work closely with onsite care providers on our supported schemes, strengthen local partnerships, and make sure buildings remain safe and well managed.

Scheme Coordinators Focused on Resident Wellbeing

Every older person's scheme has its own Scheme Coordinator, whose role centres on resident engagement, activities, events, wellbeing support, and building strong resident relationships. Their goal is to help residents stay connected, active, and supported.

On Site Caretakers Helping Day-to-Day

Each older person's scheme also benefits from a dedicated caretaker who assists residents with:

- Grounds maintenance
- Small community projects that build pride and enhance the scheme's appearance
- Light DIY tasks
- Moves and transitions

Stronger Community Connections

We're making greater use of communal spaces and encouraging resident led activities that bring people together, strengthen connections, and create a genuine sense of community.

Proactive Health & Wellbeing Support

Teams proactively engage with GPs, health professionals, and local services. This help residents stay independent for longer and reduces reliance on emergency services and social care.

Support Beyond the Scheme

Our outreach work also supports older people in the wider community, offering:

- Signposting to helpful services
- Community connections
- Early engagement with prospective residents to ensure smooth transitions



About us

Cornwall Housing is an ALMO. This means we manage and maintain approximately 10,200 homes, 400 leasehold properties, shops and land and neighbourhoods on behalf of Cornwall Council.

We're held to account by the Regulator of Social Housing and have our own board, with resident representation.

Any profits are re-invested into the Housing Revenue Account and used to improve social housing locally and we work closely with Cornwall Council and our residents to deliver key housing services across the region, ensuring we have safe homes in strong communities for one and all.



Role Purpose

The Service Manager provides strategic leadership and operational oversight for Independent and Supported Living Services, ensuring safe, compliant, person-centred housing management for older and vulnerable residents.

The role leads Housing Officers and Scheme Coordinators, driving service performance, customer experience, and regulatory compliance while fostering innovation, best practice, and long-term sustainability.

Accountable for KPIs, quality, and safety, the Service Manager ensures that services operate to sector best practice standards and embed a culture of continuous improvement. The role promotes resident wellbeing through effective partnership working and acts as a key link between frontline teams and senior leadership to deliver high quality, value-for-money outcomes.

Behaviours, Competencies and other requirements

We use the following criteria below to assess your suitability for the role; please refer to the recruitment & selection column to establish at which stage the criteria are assessed. Requirements assessed at the 'Application' stage represent the minimum essential requirement for shortlisting purposes.

Behaviours	Assessment Method
<p>You live the CHL values through</p> <p>Collaboration You understand and focus on customer satisfaction and work well with colleagues and partners.</p> <p>Honest You take responsibility for your work, your environment and your development.</p> <p>Learning You apply expertise, solve problems and make improvements to deliver the best possible customer outcomes.</p> <p>CHL Leaders live the values through Creating a healthy and engaging working environment, building trusting and supportive relationships, encouraging development, recognising achievement and tackling underperformance.</p>	<p>Application Form and Interview</p>

Qualifications and Experience	Assessment Method
The following qualifications and experience are essential:	
CiH level 4, Degree or professional qualification in a relevant discipline or significant demonstrable service-related work experience	Application Form/Interview
Proven experience in housing management and compliance, ideally within a sheltered and supported housing model.	Application Form/Interview
Demonstrated experience in leading teams, managing performance, and driving change with strong leadership and people management skills.	Application Form/Interview
Ability to inspire teams, set standards, develop people, and manage change effectively.	Application Form/Interview
<p>Excellent knowledge of tenancy law, housing regulation, and compliance, including:</p> <ul style="list-style-type: none"> • Health & Safety (fire safety in residential settings, risk assessment, alarm systems, water hygiene) • Safeguarding and ASB case management. 	Application Form/Interview
Ability to manage risk and make sound decisions under pressure.	Application Form/Interview
Strong understanding of health and safety regulations in housing contexts.	Application Form/Interview
<p>Effective communication and stakeholder engagement skills, including:</p> <ul style="list-style-type: none"> • Clear, compassionate, and accessible communication • Conflict resolution and deescalation techniques 	Application Form/Interview
Problem-solving and service improvement mindset.	Application Form/Interview
Strong data literacy skills with ability to interpret, analyse, and communicate data to support decision making, ensuring GDPR and information governance compliance in multi-agency contexts.	Assessment And/Interview
Demonstrated ability in decisionmaking under risk, applying sound ethical judgment in non-clinical leadership.	Application Form/Interview
Skilled in root cause analysis and continuous improvement methodologies (e.g., PDSA, Lean).	Application Form/Interview
The following qualifications and experience are desirable	
Experience leading sheltered/extra care/supported living services.	Application Form/Interview
Understanding of CQC frameworks, support planning & outcomes.	Application Form/Interview
Knowledge of dementia awareness, falls prevention, autism and learning disability support principles, and trauma-informed practice.	Application Form/Interview

	Assessment Method
Experience in project and programme management, including mobilisation and service transformation.	Application Form/Interview
Fire safety awareness for housing managers; IOSH Managing Safely (advantageous).	Application Form/Interview
Safeguarding Adults Level 3 (lead), First Aid, and Mental Health First Aid certification.	Application Form/Interview
Other requirements	
The duties of the role will be carried out in line with the CHL Flexible Working model – Balance. It is a condition of employment that the role holder can attend the office as required to attend face to face meetings in order to fulfil the obligations of the role.	Application Form
The duties of the role involve travel on a regular basis. It is a condition of employment that the role holder can exercise satisfactory travel mobility in order to fulfil the obligations of the role. For those journeys where an alternative form of transport is unavailable or impracticable the role holder will be required to provide a suitable vehicle.	Application Form
The duties of the role involve travel on a regular basis the role holder will be required to provide a suitable vehicle.	Application Form
The duties of the role include working out of hours and attending evening meetings. It is a condition of employment that the role holder should attend on such occasions.	Interview
This role has been identified by the organisation as safety critical	Yes/No
This post is subject to a criminal record Disclosure & Barring Service (DBS) check	Yes – Enhanced

Timeline

The closing date for applications is: **29 March 2026**

Interviews: **7-8 April 2026**

How to apply

If you are interested in becoming our **Service Manager** visit **www.cornwallhousing.org.uk** or call **0300 1234 161**

