

Post Title: Access & Resolution Manager
Grade: NCC I

Job Purpose

To actively and effectively promote the Council's vision, values, aims, objectives, and priorities, putting our citizens first through the delivery of best value services.

The Access & Resolution Manager will lead the Access & Resolution Team within the Housing Compliance Assurance Service, reporting directly to the Head of Assurance.

The postholder will be responsible for developing and implementing effective strategies to ensure lawful access to properties where tenants have refused entry, enabling statutory safety checks and remedial works to be completed. This includes gas servicing, electrical inspections (EICRs), fire safety checks, asbestos re-inspections, damp and mould investigations, and other compliance interventions.

The role balances enforcement with tenant support, safeguarding, and dispute resolution, ensuring a defensible and fair approach that aligns with the Council's landlord compliance duties and the principles of the first and second lines of defence.

Individual Leadership Expectations

As the Team Manager you will be expected to demonstrate our core behaviours, linked to the following four themes:

- **Leading People:** build, support and motivate a high-performing team, ensuring officers are empowered to make proportionate, defensible decisions while upholding compliance standards.
- **Equality, Diversity & Inclusion:** embed a culture of fairness and respect, ensuring approaches to access are proportionate, considerate of vulnerabilities, and compliant with EDI duties.
- **Change & Innovation:** lead continuous improvement in access resolution, working with Legal, Safeguarding, and Quality Assurance colleagues to refine processes and improve compliance.
- **Collaboration:** build effective partnerships across Housing, Legal Services, Safeguarding, Property Teams, and external agencies to resolve access issues and support inspection readiness.

Specific Duties

Leadership & Management

- Line manage the Access & Resolution Team, setting objectives, monitoring performance, and providing professional development.
- Embed a culture of accountability, resilience, and continuous improvement within the team.

- Ensure casework is risk-assessed, prioritised, and managed consistently across all compliance areas.

Access & Enforcement Strategy

- Oversee the management of cases where tenants have refused or failed to provide access for statutory checks or remedial works.
- Ensure proportionate use of legal interventions (e.g., injunctions, warrants) in collaboration with Legal Services.
- Embed risk and equality impact assessments into all case decisions, ensuring compliance with safeguarding and vulnerability policies.

Safeguarding & Tenant Welfare

- Lead on identifying and escalating safeguarding concerns where refusal of access may indicate risk to vulnerable tenants.
- Ensure officers balance enforcement with support and signposting to welfare services where appropriate.

Governance, Data & Reporting

- Provide assurance to the Head of Assurance and AD Compliance on access performance, trends, and risks.
- Ensure accurate case management records are maintained in compliance systems (C365 or equivalent), supporting inspection readiness.
- Contribute to the Balanced Scorecard by reporting access KPIs and outcomes.

Collaboration & Stakeholder Engagement

- Build strong working relationships with Service Delivery teams to ensure access interventions are well-coordinated.
- Liaise with Quality Assurance Officers to ensure access issues identified during inspections are addressed and resolved.
- Represent the service in court proceedings, panels, and cross-service forums.

Policy & Continuous Improvement

- Develop, review, and embed policies and procedures relating to tenancy access, balancing compliance and resident rights.
- Work with colleagues to identify systemic barriers to access and propose innovative solutions.
- Ensure lessons learned from audits, legal cases, and complaints feed into service improvements.

**Numbers and grades of any staff supervised by the post holder:**

Access & Resolution Team	Grade
X4 FTE Access & Resolution Officer	F
X1 FTE Admin Support Assistant	C

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.

Produced by: Assistant Director (Compliance)

Date: 01/09/2025

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AREA OF RESPONSIBILITY	REQUIREMENT	MEASUREMENT		
		A	I	D
Vision, Strategy and Delivery	Experience of managing access resolution, compliance, or tenancy enforcement in a complex housing or regulatory environment.	✓	✓	
	Ability to interpret and present casework, compliance, and access data clearly to support decision-making.	✓	✓	
	Awareness of landlord statutory responsibilities (Big 6, Building Safety, Damp & Mould, Disrepair).	✓	✓	
Leading People Change and Innovation	Confidence and ability to put forward ideas for change.	✓	✓	
	Ability to be creative, to identify problems and work to create solutions	✓	✓	
Collaboration Leading People	Strong communication skills with the ability to liaise effectively with QA teams, service delivery teams, Business Improvement & Performance Team, Legal Services, and safeguarding professionals.	✓	✓	
	Experience of presenting cases, reports or recommendations to senior leaders, panels, or courts.	✓	✓	
Change and Innovation	Demonstrated ability to develop new approaches to access resolution, enforcement, or tenant engagement.	✓	✓	
	Experience of embedding continuous improvement within access or compliance services	✓	✓	
	Comfortable working in a changing environment with evolving statutory and regulatory requirements.	✓	✓	
Equality, Diversity and Inclusion	Understanding of, and personal commitment to, EDI	✓	✓	
	Ability to ensure access and enforcement processes are inclusive, proportionate, and sensitive to vulnerabilities.	✓	✓	
	Experience of completing equality impact assessments and making reasonable adjustments.	✓	✓	
Technical Skills and Knowledge	Strong knowledge of tenancy law, safeguarding, and environmental health regulations.	✓	✓	
	Proven experience in tenancy enforcement, housing management, or compliance roles OR experience in safeguarding/wellbeing with a strong understanding of complex vulnerabilities.	✓	✓	
	Demonstrated ability to prepare legal documentation and evidence for court proceedings.	✓	✓	



	Analytical thinking and problem-solving skills to assess risks and recommend appropriate enforcement measures		✓	✓	
	Resilience and ability to remain professional in high-pressure or confrontational situations.		✓	✓	
	Excellent organisational skills to manage a challenging caseload.		✓	✓	
	Familiarity with housing management and case management systems (e.g., C365 or equivalent).		✓	✓	
	Full, clean UK driving licence and ability to travel between sites as required.		✓	✓	
Qualifications Desirable Qualification Requirements	Essential - Relevant qualification in housing management (e.g., CIH Level 3 Certificate in Housing Practice or equivalent) OR relevant safeguarding/wellbeing qualification. - Evidence of continued professional development.		✓		✓
	Desirable - Qualification in legal studies, psychology, wellbeing practice, or related field. - Training in conflict resolution or mediation - Management or leadership qualification (ILM Level 5 or equivalent).		✓		✓
A - Application	I – Interview	D – Documentary			

** A candidate not possessing the qualifications listed above but with a substantial and clearly established track record of success in a related area may also be considered, providing there is a commitment to undertake and complete qualifications relevant to the post (as specified by the Social Housing Regulation Act 2023).