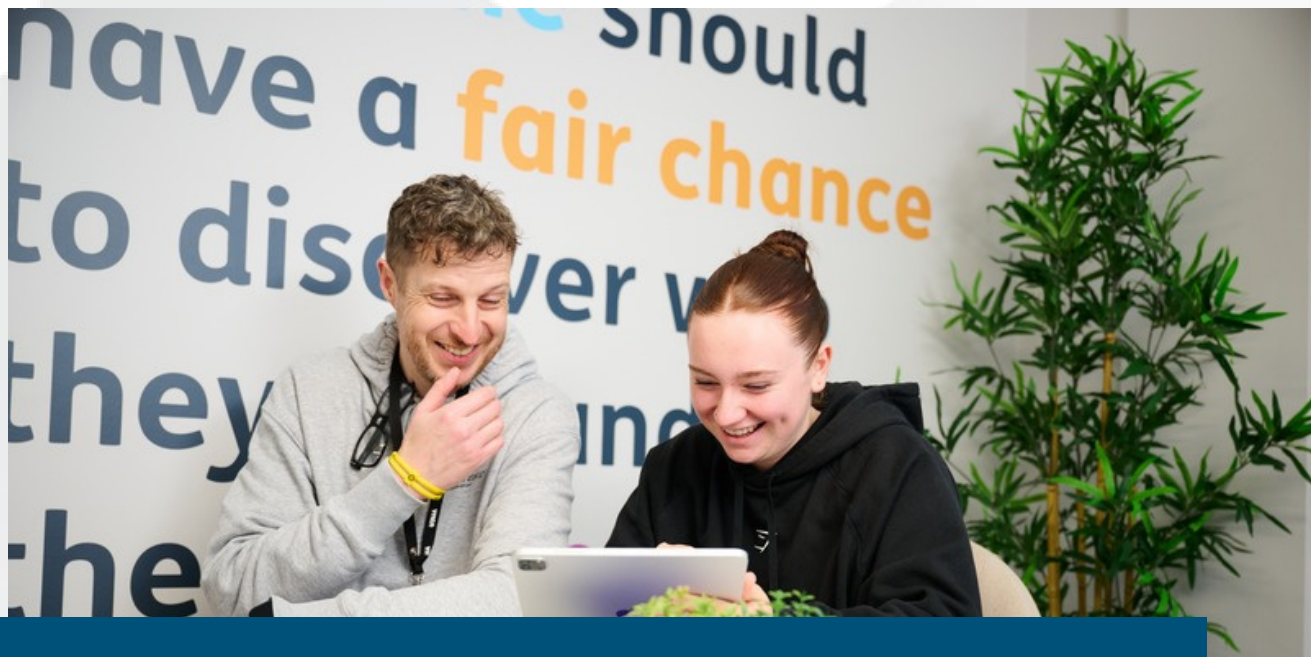




YMCA CHESHIRE

QUALITY & COMPLIANCE, EXEMPT ACCOMMODATION LEAD

Candidate Pack
June 2026



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Welcome

Thank you for your interest in the position of Quality & Compliance Exempt Accommodation Lead at YMCA Cheshire.

As YMCA Cheshire continues to expand its Exempt Accommodation and EARI provision, we are seeking a Quality and Compliance Lead responsible for leading the day-to-day delivery of property quality, safety and compliance activity across the portfolio.

- You will ensure all residential properties managed by YMCA Cheshire and partner providers meet legal, regulatory and organisational standards relating to property safety, housing quality and exempt accommodation requirements.
- You will coordinate inspections, monitor compliance performance and oversee improvement activity to ensure properties remain safe, compliant and fit for purpose.
- Working closely with housing teams, landlords, support providers and external partners, you will act as a champion for quality and compliance, driving continuous improvement and ensuring regulatory obligations are met and exceeded.
- The role will involve coordinating and undertaking property inspections, identifying risks and hazards, monitoring corrective actions and ensuring compliance activities are accurately documented and reported. Areas of responsibility include gas safety, electrical systems, fire safety, asbestos management, water safety, property condition and Housing Health and Safety Rating System (HHSRS) compliance.
- You will provide regular reports and assurance information to the Head of Property Quality and Compliance, supporting audit readiness, governance processes and service improvement initiatives. The role will involve overseeing properties across England and may require significant travel.

This is a 40 hour a week post. Shifts will normally be Monday to Friday working 8 hours a day and will involve travel across the UK and hybrid working.

Details about how to apply are at the end of this pack.

Closing Date for applications is 5pm on Friday 24th July.

Interviews will take place on Monday 3rd August.

Paul Morgan

Paul Morgan
Head of Property Quality & Compliance
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About Us

There has been a YMCA in Crewe since 1909, when an invitation went out in Crewe Chronicle inviting young men to meet some “jolly good fellows”!

Today the YMCA welcomes people of all ages, all genders, all faiths, all races, all back grounds.

We have an asset-based, advantaged-thinking approach to all our work; we focus on strengths and view diversity of thought, culture, experience and traits as positive assets.

We have a number of different services in Crewe.

- We believe everyone should have a **safe place to stay**. Our aim is to provide a wide range of housing options to those who have experienced homelessness, designed to suit their individual needs. We have a variety of accommodation at our projects on Gresty Road and Valley Brook, as well as some flats and houses in the local community.
- We work with **young people** who arrive in the UK unaccompanied and seeking asylum; this team also works with young people who are leaving the care system.
- We have a growing number of services in Crewe for **children and families**, including After School Clubs, Drop Ins for parents and carers and holiday villages.
- We offer **mental health first aid** training to staff and volunteers.
- Our services are supported by our **three social enterprises**, the GLO Café, GLO Hub and GLO Maintenance.



Our Values

We believe that everyone has unique potential and skills to be explored and developed.
We will embed this belief in our work with service users, staff and volunteers.

We believe that a 'can do' approach is critical for facilitating change in people's lives.
We will foster and nurture this attitude in our work with service users, staff and volunteers.

We believe in the Christian basis and mission of the YMCA.
We will seek to exemplify and embed Christian ethos in our organisational practice in all we do.

Our Vision

Better lives and better futures for individuals and communities

- by beginning the end of the homeless experience, one person at a time
- by working with the talents of people making transitions to independence
- by engaging and supporting children and families and staying connected in the places they live

Our Mission

YMCA Cheshire is a Christian charity that responds to local need by creatively investing in the lives of individuals and the community through all our projects, including housing, learning, family support and working with children.

Our Faith

Our faith underpins all our work and motivates us to sustain a Christian mission than is socially active.

Working at YMCA Cheshire

YMCA Cheshire currently has about 100 staff, 30 volunteers and 7 trustees.

We are an organisation that embraces a culture where our Christian based core values are at the heart of all we do.

We are committed to creating a workplace where all employees are given the opportunity to reach their full potential, feel valued and work effectively to achieve our goals.

We aspire to establish a workforce which reflects the diversity of the wider community.

We have a comprehensive health and wellbeing programme to support a healthy mind, body and spirit.

The programme includes:



Full Training
Package



Employee Assistance
Programme



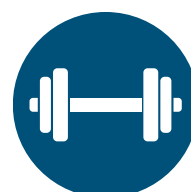
Conference
Opportunities



Cafe with 20%
Discount



Staff Room
Refreshments



Onsite Gym



Flexible Working
Policy



Long Service
Vouchers



Away Days



Staff Meetings to
Share Good News



Group Life
Cover



Health Cash back
plan

Job Description (Page 1)

Job Purpose

- As YMCA Cheshire continues to expand its Exempt Accommodation and EARI provision, we are seeking a Quality and Compliance Lead responsible for leading the day-to-day delivery of property quality, safety and compliance activity across the portfolio.
- You will ensure all residential properties managed by YMCA Cheshire and partner providers meet legal, regulatory and organisational standards relating to property safety, housing quality and exempt accommodation requirements. You will coordinate inspections, monitor compliance performance and oversee improvement activity to ensure properties remain safe, compliant and fit for purpose.
- Working closely with housing teams, landlords, support providers and external partners, you will act as a champion for quality and compliance, driving continuous improvement and ensuring regulatory obligations are met and exceeded.

Main Duties

Inspection Delivery and Quality Assurance

- Coordinate and deliver a structured programme of property inspections across the EARI portfolio, ensuring coverage, consistency and accurate documentation.
- assess compliance and any potential hazards with the housing regulations, building codes, and safety standards regarding gas, electricity, fire safety, asbestos, water systems etc, (and following the procedures to report any breaches)
- Ensure all of the documents are compliant with housing regulations, including exempt accommodation requirements, Decent Homes Standard and the housing health and safety rating system
- Review inspection outputs to ensure quality, completeness and consistency of reporting
- Carry out complex, high-risk or escalated inspections where required
- Ensure post-inspection actions are clearly defined, assigned and tracked to completion

Job Description (Page 2)

Compliance Coordination and Monitoring

- Oversee the day-to-day monitoring of property compliance, ensuring all required safety checks, certifications and actions are completed on time
- Maintain oversight of:
 - Compliance status across the portfolio
 - Gaps, risks and overdue actions
- Ensure landlords and managing agents:
 - Maintain accurate compliance and stock condition records
 - Act on required improvements within agreed timescales
- Escalate material risks or non-compliance through the appropriate governance route

Repairs, Remediation and Standards Improvement

- Ensure inspection findings translate into clear repair and improvement plans
- Coordinate with property teams, landlords and contractors to ensure:
 - Works are completed on time
 - Required standards are met
- Oversee follow-up inspections / quality checks to confirm completion and quality
- Drive continuous improvement in property standards and landlord performance

Data, Reporting and Assurance Support

- Produce structured reporting on:
 - Compliance performance
 - Inspection outcomes
 - Risks and trends
- Analyse data to:
 - Identify recurring issues
 - Recommend preventative actions
- Maintain accurate records of:
 - Inspections
 - Compliance certifications
 - Repairs and actions
- Support the Head of Property Quality and Compliance by:
 - Providing clear, reliable operational data
 - Contributing to audit, inspection readiness and assurance processes

Tenant Experience and Service Quality

- Ensure tenants are:
 - Kept informed about repairs and maintenance
 - Able to raise concerns and receive timely responses
 - Complaints relating to property quality are managed effectively
 - Tenant satisfaction data is gathered and used to inform improvements
- Liaise with support providers to ensure:
- Property and support issues are aligned and managed effectively

Operational Liaison and Partner Management

- Act as the primary operational link between:
 - Housing teams
 - Support providers
 - Landlords and agents
- Ensure issues relating to:
 - Property condition
 - Tenant safety
 - Voids and sustainment are identified early and acted upon
- Build constructive working relationships with external partners

Team Leadership and Coordination

- Provide day-to-day support, guidance and oversight to:
 - Housing Safety and Compliance Administrator
- Ensure:
 - Inspection activity is effectively scheduled and resourced
 - Administrative processes support compliance delivery
- Promote consistent standards in:
 - Inspection
 - Reporting
 - Compliance tracking

Regulatory Awareness and Continuous Improvement

- Maintain up-to-date understanding of:
 - Exempt Accommodation requirements
 - Housing regulation and consumer standards
 - Property safety legislation

Other Duties & Responsibilities

- Be fully versed with safeguarding to protect each individual from harm in accordance with current safeguarding legislation.
- Ensure equality and diversity is embedded within service delivery
- Work according to the policies and procedures of YMCA Cheshire at all times
- Actively participate in the supervision and training process to develop better services and continuous personal development
- Undertake such other duties as may be reasonably be required
- Understand, embrace and promote the values of the Association, i.e.

We believe that each person has unique potential and skills to be explored and developed.

We will embed this belief in our work with service users, staff and volunteers.

We believe that a 'can do' approach is critical for facilitating change in the lives of service users.

We will foster and nurture this attitude in our work with service users, staff and volunteers

We believe in the Christian basis and mission of the YMCA.

We will seek to exemplify and embed Christian ethos in our organisational practice in all we do

Person Specification

Essential

- Knowledge of Exempt Accommodation, HHSRS, Decent Homes Standard
- Understanding of property safety compliance (fire, gas, electrical, asbestos, water)
- Experience in supported housing or property compliance
- Experience conducting property inspections and managing compliance
- Experience producing reports
- Strong accountability and ownership
- Commitment to tenant safety and quality
- Proactive and solution-focused
- Aligned to YMCA values
- Ability to coordinate inspection programmes
- Strong analytical and reporting skills
- Ability to manage multiple priorities
- Strong attention to detail
- Strong commitment to maintaining confidentiality and professional boundaries.

Desirable

- Experience of working in care, housing support, homelessness services, or a related field.
- Ability to analyse compliance data
- Level 4+ qualification (or equivalent experience) in housing, property compliance or related field

Inspection and Quality Assurance	Delivers high-quality inspections and ensures consistency of standards.
Compliance Management	Maintains oversight of compliance and ensures timely resolution of risks.
Data and Reporting	Uses data to support assurance and identify trends.
Improvement Delivery	Ensures inspection findings result in completed improvements.
Stakeholder Management	Builds effective relationships with landlords and partners.
Tenant Focus	Ensures tenant communication, safety and satisfaction are central.
Operational Leadership	Coordinates daily activity and supports staff performance.
Regulatory Awareness	Applies up-to-date legislation and compliance standards.

Key Employment Terms

- 40 hours per week
- Salary £33,000 per annum
- Hybrid working and involving travel across the UK
- Permanent contract
- Responsible to Head of Property Quality & Compliance
- Company sick pay
- Pension contribution
- 4 x Life Assurance
- Health Assured Employee Assistance Programme
- Health Cash Back Plan

YMCA Cheshire is committed to the active promotion of equal opportunity, both in the provision of services and as an employer of paid and unpaid workers.

YMCA Cheshire is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Any offer of employment will be subject to satisfactory references and Enhanced DBS check.

How To Apply

- The closing date for applications is 5.00 pm on Friday 24th July 2026
- These should be submitted by our website YMCA Cheshire vacancies <https://ymcacheshire.org.uk/ymca-vacancies/>
- Shortlisted candidates will be interviewed on Monday 3rd August 2026

