Recruitment Pack

Independent Living Manager

October 2026

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Dear Applicant,

Radcliffe Housing Society are looking for an Independent Living Manager, who will join a small, exciting and dynamic team, within a growing, thriving and high performing organisation.

We're looking for a compassionate and proactive Independent Living Manager who has experience of supporting older or vulnerable people. You will need to have some knowledge of tenancy management and have a keen interest in supporting vulnerable people to live independently.

The Independent Living Manager is the first point of contact for all matters relating to tenancy, estate management and to promote wellbeing to support our residents to maintain their independence. The role covers many aspects of housing management including managing our empty homes, low level ant-social behaviour, and to ensure our residents are safe within their homes by your constant awareness of our health and safety compliance.

You will work with residents, other colleagues and Local Authorities in delivering high-quality services, that are tailored to meet local needs.

You will be responsible for two schemes situated in Bromley, Kent, with another scheme at St Leonards on Sea, East Sussex. There may be occasional travel to our Head Office in Riverhead, Sevenoaks.

This post will be based at any of those schemes, so we need someone that can work independently with minimal supervision.

Thank you for showing an interest in joining Radcliffe Housing Society.

I do hope that you will apply, and I look forward to receiving your application.

Yours sincerely

D Metcalf.

Daren Metcalf

Chief Executive

About Us

Radcliffe Housing Society (RHS) is a successful small independent Registered Provider of affordable rented homes.

In 2025, we celebrated our 60th birthday at Radcliffe Housing Society. We were established in 1965 by Marion and Norman Miller, and Beryl Hunt. At the time they had no idea how large it would become or for how long it would exist. Housing at the time was very topical and just as it is now, was in great demand. Using their experience as building surveyors Marion and Norman saw a way to help people who were unable to buy their homes.

Our properties are mainly situated across South London boroughs. Our homes are mainly general needs social rented properties, with 61 independent living units for older people in Bromley and a further 12 in Hastings.

We have grown over the last six decades and we now manage 278 rented homes plus 58 leaseholders across the eight boroughs of Tandridge, Tunbridge Wells, Bromley, Croydon, Lambeth, Southwark, Hastings and Sevenoaks.

Overall, we manage 418 properties and over 1,000 people occupy our homes. We continue to look for opportunities for further growth and partnerships.

Radcliffe has a strong financial base and plans over the long term to ensure the future viability of our business. We continue to build on what our organisation has already achieved in financial and operational objectives, against the backdrop of legislative and regulatory change. We have continued to earn our place as a high performing, leading smaller housing provider in London and the South East.

We continue on a journey of success and remain committed to creating sustainable communities, where people want to live. We have reviewed our objectives and the actions we need to take to support our visions. Our objectives are set out under three themes:

1. Great Customer Experience
2. Deliver Good Quality Homes
3. To Value and invest in our people

Independent Living Manager

Job Specification

Responsible to: Operations Director

Directorate Operations

Location: Bromley / Hastings

Conditions: Part-time role with travel between our Independent Living properties located across South-East London and East Sussex

Job Purpose

To effectively manage the delivery of Radcliffe's Independent Living schemes, promoting resident independence, well-being, and community engagement. The postholder will provide person-centred support, deliver high-quality housing management, and build strong, supportive relationships with residents and stakeholders. This will be achieved by providing a customer focused service that promotes dignity, empowerment and choice.

Key Responsibilities

Assessment and Support Planning

- Conduct holistic needs assessments to identify individual support requirements.
- Develop and maintain personalised support plans in collaboration with residents.
- Regularly review and update plans to reflect changing needs and goals.

Tenancy Management

- Support residents to sustain their tenancies and understand their tenancy agreements, rights, and responsibilities.
- To carry out new tenancy and introductory tenancy visits to ensure that tenants are sustaining their tenancies and taking any appropriate action if there are breaches of tenancy.
- To address and action any low level anti-social behaviour, including the recording of any incidents, warnings, notices and action taken. For any high-level cases to be referred to the Tenancy Services Officer.
- Investigate and action any cases of hoarding, involving other agencies and signposting to support where appropriate.

- Provide input into estate improvement recommendations.
- Monitor and manage scheme budgets to ensure efficient use of resources and value for money.

Social Inclusion, Community Engagement and Wellbeing

- Organise and facilitate social events, activities, and outings to reduce social isolation.
- Encourage resident participation in community life and service improvement
- Facilitate the development of an active community by promoting the use of communal facilities throughout the schemes. Encourage the use of tenant-led activities in communal lounges.
- Empower residents to live independently by providing information, practical support, and advice.
- Carry out regular well-being checks and respond appropriately to support needs.
- Ensure appropriate support is provided during emergencies or periods of crisis.

Financial Support and Benefits

- Support residents with budgeting, financial planning, and accessing welfare benefits or financial assistance.
- Assist with rent and service charge queries, liaising with internal teams where needed.

Health, Safety and Compliance

- Conduct regular estate walkabouts and property inspections to ensure safe and high-quality living environments.
- Perform health and safety and risk assessments as required.
- Test alarm systems and hard-wired safety equipment regularly, resolving faults and reporting issues to relevant teams.
- Report building repairs, defects, or upgrades.
- Maintain Health and Safety checks, ensuring the scheme complies to health and safety requirements by carrying out checks such as, but not limited to; fire alarm checks and fire drills, pull cord testing, water flushing, emergency lighting checks, PAT testing and other scheme checks to be recorded on a weekly, monthly, quarterly and annual basis.

Emergency Response

- Provide an emergency response service (potentially as part of a rota) to address urgent issues and ensure resident safety.

Partnership Working

- Work collaboratively with colleagues and external agencies including social services, healthcare providers, and voluntary organisations to deliver integrated support.
- Act as a point of contact and advocate for residents when liaising with other professionals.
- Identify any safeguarding issues and make referral for support as appropriate.

Void Management

- Manage void properties and work closely with the wider team to minimise re-let times.
- Carry out pre-void inspections to properties and provide appropriate advice to tenants about the condition of their property and any potential recharges.
- Carry out accompanied viewings and sign-ups to ensure accommodation is right for tenants, promoting independent living and the services that are available.
- Manage and facilitate the on-site guest room.

General Responsibilities

- Work positively with colleagues across Radcliffe Housing Society to ensure effective and collaborative service delivery.
- Provide professional, accurate, timely and a non-judgmental frontline service to tenants, which meets the demands of a diverse range of customers.
- Adhere to all organisational policies and procedures, including those related to:
    - Equality, diversity and inclusion
    - Tenant care and engagement
    - Health and safety
    - Data protection
- Contribute to continuous service improvement, best value practices and supply accurate performance data and KPIs as required.
- Undertake additional training or vocational qualifications as required.
- Represent Radcliffe Housing Society in a professional manner at all times.
- Maintain up-to-date knowledge of housing legislation, safeguarding, regulatory standards, and sector best practices.
- Use IT systems to keep appropriate records of customer contact, such as welfare checks and call logs, securely in line with GDPR.

- Undertake any other duties reasonably required in line with the role's purpose and level of responsibility.

Essential Skills and Experience

- Experience of working with older or vulnerable adults, including those with complex needs.
- Knowledge of housing management, tenancy law and tenancy sustainment.
- Possession of, or a demonstratable commitment to working towards a Level 4 Housing Certificate or Diploma
- Experience of managing challenging behaviours in a calm and supportive manner.
- Strong interpersonal and communication skills with the ability to build trusting relationships.
- Proficient in Microsoft Office and housing-related IT systems.
- Understanding of health and safety regulations, safeguarding practices, and GDPR.
- Ability to work independently and collaboratively within a small, committed team.
- A flexible, empathetic, and person-centred approach.
- A valid driver's licence and access to a vehicle (essential due to travel requirements).

Terms and Conditions

Salary & Terms

Salary: £30,684 (Pro-rata)
Contract: Part-time (22.5 hours per week)

Annual leave entitlement

25 days plus bank holidays and 3 days over the Christmas period (rising to 28 days after 3 years' service)

Working hours

Normal hours of work are 22.5 hours per week based around the usual business working week. However, due to the seniority of this post there is a requirement for flexibility in meeting the full responsibilities of the post and this will include evening and occasional weekend work.

Notice Period

One month

Benefits

- A generous holiday entitlement, plus paid bank holidays
- Additional out of hours callout benefits
- Membership to Pension Scheme
- Career development, training opportunities and access to e-learning
- Access to eye care vouchers and VDU Glasses
- Financial assistance for dental care treatment
- External Occupational Health service
- Access to EAP Services 24/7
- Free parking

Location

Mobile between Bromley, Kent, and Hastings, East Sussex, with option of travel to our main office in Riverhead, Sevenoaks, Kent.

Key Dates and the Selection Process

Closing Date: 23rd November 2026 (we reserve the right to close this vacancy sooner if a suitable candidate is found)

Interview date: W/C 30th November 2026

How to apply

Applicants should:

- Please send your CV and covering letter to jobs@radcliffehs.org
- Write a supporting statement detailing why you believe you are the best candidate for this post and how you fulfil the Essential Skills and Experience criteria. We recommend this is no longer than 750 words.
- Complete the Equalities & Diversity Form

Please send all of the above documents to jobs@radcliffehs.org by **23 October 2026.**

- All recruitment correspondence, including interview letters and contracts of employment will usually be sent out via email, if you require documentation to be sent by post or in a different format such as braille or large print, please contact jobs@radcliffehs.org on 01732 459144.

Additional Information

- Please be advised that if you are not contacted within 2 weeks of the advert closing date, then you have not been shortlisted.
- All recruitment correspondence, including interview letters and contracts of employment will usually be sent out via email.
- We reserve the right to close this vacancy at any time prior to the closing date.
- For an informal discussion, contact Jermaine Sterling, Operations Director on 01732 459144
- Visit our website to learn more about Radcliffe Housing Society.

Equality & Diversity Form

Gender: Please tick one of the following

Male		Female	
Prefer not to say			

Married or in a civil partnership: Please tick one of the following:

Yes		No		Prefer not to say	

Age: Please tick one of the following:

16 - 24		25 - 29		30 - 34		35 - 39		40 - 44	
45 - 49		50 - 54		55 - 59		60 - 64		65+	
						Prefer not to say			

Gender Identity (if appropriate): Please tick one of the following

Transsexual		Transgender	
Intersex		Prefer not to say	

Sexual Orientation: Please tick one of the following

Bisexual		Gay Man/Homosexual	
Gay Woman/Lesbian		Heterosexual/Straight	
Prefer not to say			

How would you describe your national identity? Please tick one of the following

English		Welsh		Scottish	
Northern Irish		British		Other	
			Prefer not to say		

How would you describe your ethnicity?

White							
English		Welsh		Scottish		Northern Irish	
Gypsy/Irish Traveller		Other White Background					

Mixed/multiple ethnic groups					
White & Black Caribbean		White & Black African		White & Asian	

Any other mixed background	

Asian & Asian British							
Indian		Pakistani		Bangladeshi		Chinese	
Any other Asian background							

Black African/African/Caribbean/Black British					
African		Caribbean		Any other Black/African/Caribbean background	

Other ethnic group					
Arab		Any other ethnic group background		Prefer not to say	

Religion or belief: Please tick one of the following

No religion		Jewish	
Baha'i		Muslim	
Buddhist		Sikh	
Christian		Other	
Church of England		Christian Other	
Hindu		Please state if you wish….	
Catholic			
Islam			
Judaism		Prefer not to say	

Do you consider yourself to be disabled?

Yes		No		Prefer not to say	

If you have ticked yes and will need 'reasonable adjustments' please provide us with further information.

Notes: Equality monitoring is the process of gathering equality and diversity information. Equality Monitoring importantly helps to better understand how we, as an employer, ensure equality of opportunity for all.

Privacy: The information that you give will be treated as confidential. We have a legal duty to keep your information confidential, protect your details and deal with information responsibly. You have the option to opt out of the whole equality monitoring section and individual equality questions if you wish. Our privacy notice is here