

# Safer Renting Team Manager Recruitment Pack

Closing date for applications: Sunday 8<sup>th</sup> February 2026

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# Welcome

I am delighted that you are considering joining our Cambridge House team. This recruitment pack explains how to apply and includes information about our organisation and this role that I hope you will find useful.

With a dedicated and innovative team, we have been working since 1889 to tackle poverty and social exclusion and to enable people to transition out of crisis and progress towards independence.

Our vision is of an inclusive, just, and equitable society without poverty. Our activities are split into two areas: 'Transforming Lives' –frontline personalised services that break cycles of poverty and despair and support people to stabilise their lives and progress; 'Transforming Society' – lived experience and evidence-led research and knowledge exchange to support the development of social policy and practice. Our services include:

## Law Centre

Free, independent, and expert legal services in housing, employment, discrimination, and welfare benefits law alongside crisis mitigation support.

## Independent Advocacy

Statutory Care Act, Mental Health Act and Mental Capacity Act advocacy for adults and children.

## Safer Renting

Specialist advice, support, and advocacy for vulnerable private rented sector tenants affected by criminal landlords.

## Youth Empowerment

Investing in young people so they thrive as adults.

## Disabled Peoples' Empowerment

Supporting people to take control of their own lives and futures.

## Research and knowledge exchange

Activities that capture local knowledge, insights and lived experience of 'what works' to develop innovative solutions to poverty, social inequity, and social injustice.

We value diversity and warmly welcome applications from disabled people, the LGBTQIA+ communities, people from Black, Asian, and global majority communities, and candidates who shared lived experience with our service users.

If you would like to be part of our very special organisation and believe that you can contribute to our mission, we welcome an application from you.

For more information about us, please visit our website [www.ch1889.org](http://www.ch1889.org).

Yours sincerely



**Karin Woodley CBE**  
**Chief Executive**

# Our Safer Renting Service

## Our work

Safer Renting's vision is for a society that accepts the right to a home as a fundamental right and rejects the exploitation and abuse of renters. We are England's leading frontline advice and advocacy service that supports people experiencing illegal eviction and harassment in the private rented sector. We also deliver training for professionals, conduct research into the 'shadow private rented sector' and campaign for systems change.

## Context /Background

Safer Renting was founded ten years ago by former members of a 'Rogue Landlord Task Force'. We are based in London, but the work we do has national reach and impact. We are funded by multiple local authorities and supported by a diverse range of charitable funders.

## Our Approach

We tackle the abuse of renters and criminality in the private rented sector by leveraging our partnerships with local authorities to hold landlords accountable for providing safe, decent, and secure homes. We do this through our client-led casework that supports renters to feel safer in their homes, access financial compensation and prevent homelessness. Our training encourages best practice amongst professionals and our award-winning research influences government and social policy. We are currently planning a new campaigns strategy that places the voices of renters at its core and calls for the change that they want to see.

## The Role

This opportunity is for you if you support our vision and approach, and you want to lead our team of frontline caseworkers to implement the Renters Rights Act 2025. We are looking for someone with excellent interpersonal skills who can nurture a supportive, accountable, and resilient team to perform at a high level.

This role involves leading the team to achieve our goals, maintain our quality accreditation, deliver a trauma-informed service, and take an inclusive and culturally competent approach to working with a diversity of colleagues and service users. The successful candidate will be supported to do this by the service's wider management team, which includes the previous and current Team Managers, both of whom have progressed internally into more senior roles.

As well as managing the team of caseworkers, the role also involves holding a small caseload to support renters directly with advice and advocacy. There will be opportunities to contribute to our research and campaigning work, to think innovatively and creatively to solve problems, and to influence the design of a casework service that is responsive to external demands and changes.

The successful candidate will have experience in a frontline advice or enforcement setting, and the ability to supervise, motivate and performance manage our mission-driven casework team. A knowledge of landlord-tenant law and the current challenges facing the private rented sector would be beneficial.

Candidates need not be experts in housing law, but they must demonstrate the ability to:

- Operate confidently in a housing law service collaborating with colleagues that are legally qualified.
- Supervise, guide and performance manage a team.

Relevant training will be provided during the induction period.

## Why work for Cambridge House?

As a member of our team, you join a diverse and inclusive team with a shared commitment to justice and equity. Our current team comprises people who:

- Share lived experiences with our service users
  - 100% of leadership
  - 71% of management
  - 77% of staff
  - 67% of trustees
  - 100% of volunteers
- Are from Black Asian and global majority communities
  - 67% of leadership
  - 29% of management
  - 46% of staff
  - 33% of trustees
  - 67% of volunteers
- Are disabled, neurodiverse and/or live with a mental or physical health condition
  - 100% of the leadership team
  - 43% of management
  - 29% of staff
  - 44% of trustees
  - 22% of volunteers
- Are women
  - 100% of leadership
  - 29% of management
  - 54% of staff
  - 44% of trustees
  - 78% of volunteers
- Are non-binary or transgender
  - 5% of staff
- Are from LGBTQIA+ communities
  - 29% of management
  - 32% of staff
  - 11% of volunteers

From the moment you join Cambridge House, you will be part of an incredible group of people providing pioneering and high-quality services. You'll play a vital role in our life-changing charity, and you'll have the opportunity to form special connections and relationships, work in a supportive and flexible environment, and be a part of our highly skilled and motivated team.

Our staff remuneration package offers:

- Personal learning and development plans
- A generous 30 days leave per annum plus bank holidays and long service increments
- Hybrid and flexible working
- Pension scheme
- Interest free staff loans for: Season tickets, Bicycle purchasing, Tenancy deposits, Nursery deposits, Tuition fees
- Tenancy health checks
- Childcare vouchers
- Eye tests
- An employee assistance programme
- Death in service benefits

# Job Description

Job title:	<b>Team Manager</b>
Reports to:	Deputy Head of Service
Responsible for:	Up to 7 caseworkers/interns/advocates
Contract:	Permanent
Location:	Hybrid - Remote and Cambridge House offices
Salary:	£38,000 per annum
Working hours:	35 (FT) hours per week (Monday to Friday)
Holiday:	30 days per annum pro rata
Special conditions:	<ul style="list-style-type: none"><li>- Enhanced DBS check</li><li>- Flexible remote and office working arrangements by agreement</li><li>- Occasional evening and weekend work</li></ul>

## Job Purpose

As a member of Cambridge House's Safer Renting Team, led by the Head of Service, this role is to:

- i) Manage, inspire, performance manage, and support the well-being and development of a team of tenancy rights caseworkers to ensure they deliver a high-quality advice and casework service for private renters
- ii) Deliver tenancy rights advice and advocacy casework to renters directly, holding a personal caseload of around 15 cases each year
- iii) Contribute to our service development, research, and campaigns.

## Key Duties

### 1. Team Management

- a) Plan the work of the team, including compiling and communicating key performance indicators, and contributing to team development and well-being.
- b) Motivate the team to deliver the service to agreed standards, conducting regular supervisions, appraisals, and regular team meetings.
- c) Monitor, performance manage and record team performance against clear, measurable goals, addressing performance deficits quickly.
- d) Use casework management tools and ensure service and casework management protocols set out in the Policy and Procedure and Quality Assurance Handbook are followed by all.
- e) Maintain an up-to-date knowledge of housing law, as well as statutory guidance and enforcement options relevant to the private rented sector.
- f) Contribute to the services' accreditation and re-accreditation process by maintaining and gathering quality assurance data and evidence.
- g) Pro-actively identify opportunities for local authority enforcement action, share appropriate information with local authorities and support councils to act against criminal landlords.
- h) Share information, feedback and learning internally and with our local authority partners and other service stakeholders.
- i) Represent Safer Renting in meetings with local authority partners.
- j) Handle complaints about the casework service, in compliance with our Complaints Policy and reporting all complaints to the Director of Administration and Corporate Services.

### 2. Tenancy Rights Advice and Advocacy Casework

- a) Deliver a client-led casework approach that supports clients to achieve their objectives.

- b) Identify options and agree casework strategies with clients to support them to defend their rights or access redress.
- c) Support the efforts of local authorities to prevent homelessness and to take enforcement action, for example by drafting witness statements or preparing evidence bundles.
- d) Contribute to the team's response to urgent cases requiring an immediate response.
- e) Assist colleagues with their case work and cover as required.
- f) Maintain client confidentiality and follow the requirements of data protection law.

### **3. Service Development, Research and Campaigns**

- a) Contribute to Cambridge House's research, policy development, and campaigning work.
- b) Represent Safer Renting at external events including policy and practice discussions.
- c) Contribute to cross-organisation shared learning, knowledge management, and development.
- d) Support Cambridge House and Safer Renting to deliver on their respective missions and Theories of Change.

### **General Responsibilities**

- 1. To keep abreast of the overall work of Cambridge House.
- 2. To be self-servicing and competent in the use of IT software.
- 3. To participate in regular supervisions and an annual appraisal, and to be committed to one's own professional development.
- 4. To participate in internal/external meetings as required, to attend conferences and other functions, and to contribute to general management decision making, as necessary.
- 5. To comply with all of Cambridge House's corporate policies and procedures.
- 6. To carry out any other duties commensurate with the role.
- 7. To work occasional unsociable hours (evenings and weekends).
- 8. Travel across, and on occasions, outside of London.

**This job description is provided as a guide to the role. It is not intended to be an exhaustive description of duties and responsibilities. It will be subject to periodic revision as the emphasis on and ways of working within the role changes.**

## Person Specification

Criteria	Essential	Desirable
<b>Qualifications and training</b>	None.	Relevant academic or work-based training in a relevant field, such as: a) Law b) Team leadership, management, or supervision c) Equality, diversity, and inclusion d) Trauma -informed practice
<b>Knowledge and experience</b>	<ol style="list-style-type: none"> <li>Experience of supervising, building, motivating, performance managing, and developing frontline service delivery teams in inclusive and 'customer orientated' settings.</li> <li>Up-to-date general knowledge of the legislative framework for housing law and/or experience of statutory enforcement in the housing sector.</li> <li>Knowledge and experience of diversity and inclusion best practice and the value of 'lived experience'.</li> <li>Knowledge and experience of collating, analysing, and reporting on numerical and qualitative service data.</li> <li>Excellent working knowledge and comprehension of written English, including grammar, copy writing and editing.</li> <li>Proficiency in use of Microsoft Office including Excel and Word.</li> <li>Knowledge of HR management best practice and law, including assisting with hiring and training employees.</li> <li>Experience of successfully completing tasks in a fast-paced environment and to deadlines.</li> <li>Experience of working pro-actively and with minimal instruction.</li> <li>Experience of working with confidential data.</li> </ol>	<ol style="list-style-type: none"> <li>Working in an externally accredited service environment</li> <li>Experience of working in a setting that required an understanding and application of legislation, case law, and/or statutory guidance.</li> <li>Working in a charity/not for profit organisation</li> <li>Working in a small team</li> <li>Experience of acting as a representative and ambassador of the organisation externally including media handling</li> </ol>
<b>Skills, abilities, and competencies</b>	<ol style="list-style-type: none"> <li>Ability to react appropriately to short and long-term issues and to be decisive.</li> <li>Ability to prioritise conflicting tasks and manage a challenging workload.</li> <li>Confident and adept communicator with strong interpersonal and presentation skills.</li> <li>Ability to work flexible hours, including evenings and weekends.</li> <li>Ability to be tactful and diplomatic with a diverse range of people.</li> </ol>	<ol style="list-style-type: none"> <li>Additional languages</li> </ol>
<b>Personal Attributes</b>	<ol style="list-style-type: none"> <li>Honesty, reliability, and excellent timekeeping.</li> <li>Loyalty and a commitment to Cambridge House's work.</li> <li>Positive, enthusiastic, and friendly attitude.</li> <li>Problem solving and 'can-do' approach.</li> <li>Listening skills.</li> <li>Flexible, motivated, and adaptable to change.</li> <li>Discretion.</li> <li>Customer-focused.</li> <li>Inclusive team-player.</li> <li>A commitment to continuous improvement, training, and professional development.</li> </ol>	

## How to Apply

1. Please provide:
  - a) An evidenced-focused **Supporting Statement (no more than two sides of A4)** explaining why this appointment interests you and how you meet the essential criteria in the person specification.
  - b) Your **Curriculum Vitae (no more than two sides of A4)** with your:
    - i) Full address, email, mobile, work and home telephone numbers.
    - ii) Education and professional qualifications.
    - iii) Full employment history and details of your latest salary and your notice period.
  - c) The names, positions, organisations, and contact details of **two referees**. These referees must include employers and/or academic supervisors covering the last five years. References will only be taken once your express permission has been granted.
2. A completed **Diversity Monitoring Form**  
The form will not be treated as part of your application and the information you provide will be treated as confidential and used for statistical purposes only.
3. A completed **Criminal Records Declaration Form**  
The post you are applying for is exempt from the provision of Section 4(2) of the Rehabilitation of Offenders Act 1974 (Exceptions) (Amendment) Orders 1975 and 2001 and therefore all convictions, cautions and bind-overs, including those regarded as 'spent', must be declared on Cambridge House's Criminal Record Declaration Form and submitted with your application.
4. As a Disability Confident employer, we will generally offer an interview to any applicant that declares they have a disability and meets the minimum criteria for the job as defined by the person specification. If you have a disability or long-term condition (such as dyslexia, diabetes, arthritis, a heart condition or mental health condition) and want to apply under the Disability Confident Scheme please let us know in the email to which you attach your CV, supporting statement and Equal Opportunities Monitoring Form. If you are invited to interview and require adjustments, don't worry, we will ask you about this within your invitation to interview.

Recruitment Timetable	
Closing Date for applications	Sunday 8 <sup>th</sup> February 23:59
Interviews	Saturday 14 <sup>th</sup> February
The interview dates may change but we will advise you in advance.	
Successful applicants will be asked to take up their appointments as soon as possible.	

Please email completed applications by midnight on Sunday 8<sup>th</sup> February to: [recruitment@ch1889.org](mailto:recruitment@ch1889.org)

**Applications MUST include all the following 5 documents:**

1. Supporting Statement – 2 sides of A4
2. CV – 2 sides of A4
3. Contact details of 2 professional and/or academic referees
4. Diversity Monitoring Form
5. Criminal Records Declaration Form

If you do not hear from us within 14 days of the closing date, please assume your application has been unsuccessful on this occasion.

Please note that we only provide feedback to shortlisted candidates.