

# Housing Operations Consultant

**Job Title:** Housing Operations Consultant

**Contract Type:** 4-month FTC

**Working:** 3 days per week 9-5

**Reporting to:** Director of Customer Services

**Location:** Stratford, London

**Salary:** £70k (pro rota)

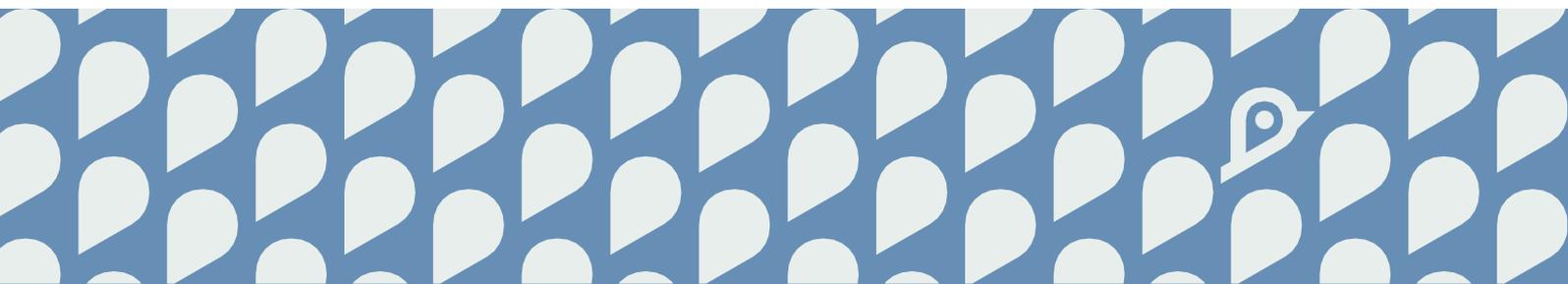
## About us

Populo Living is Newham's housing company; we are wholly owned by the London Borough of Newham. Populo exists to tackle the shortage of homes in the Borough and to deliver half of these homes at genuinely affordable levels.

The Populo Group has evolved since its inception to become a leading provider of both affordable and privately rented homes. Our profits are recycled back into delivering even more high-quality homes for people who want to make Newham home. Having somewhere to call home is fundamental to people's health and wellbeing and is the central pillar of our mission.

We believe in "Making Newham home". We are designing and building better homes and places that people want to call home. Our high quality, spacious and environmentally friendly developments will become new communities and strengthen existing ones. Whether for private or social rent, residents will enjoy excellent standards of design and attention to detail. Together with our sole shareholder Newham Council, we are focused on the need to deliver for Newham's people. This long-term commitment means that our exceptional customer service and commitment to our tenants is here to stay.

Populo Homes is our registered provider of social housing and is an integral part of the Populo Group. The Group also includes a design and build subsidiary. We are a small dynamic team who have grown quickly and operate in a very collegiate way. We value our connections to Newham, it is important to us to reflect and understand our Borough and its diverse communities. We are always keen to hear from local people who share our values around diversity and inclusion. We welcome applications from all individuals who can bring skills and importantly, the right attitude for our ambitious team.



## Role purpose

The role will support the customer services directorate by leading a range of strategic high level projects and providing advice and guidance on operational functions and service areas.

## Key responsibilities

- Support the directorate with the procurement of key service contracts
- Develop a comprehensive contract register and preferred supplier list
- Lead a service charge review project
- Produce a commercial unit responsibilities matrix and provide support to our team to understand the needs and requirements of our commercial tenants
- Review the quality assurance process in relation to compliance testing
- Support the enhancement of our compliance related data
- Completion of smaller and ad hoc pieces of work

### About you

#### Essential:

- Proven experience in housing operations or property services within a local authority, housing association, or consultancy context.
- Demonstrable experience in managing or supporting procurement and contract management processes.
- Experience developing or maintaining contract registers and supplier frameworks.
- Experience leading or contributing to service charge reviews or similar financial analysis projects.
- Experience working with commercial tenants or on commercial property matters.
- Experience reviewing or implementing compliance-related quality assurance processes.
- Understanding of service charges, leaseholder obligations, and cost recovery principles.
- Knowledge of property compliance requirements (e.g. gas safety, electrical testing, fire safety).
- Ability to produce high-quality written reports, matrices, registers, and guidance documents.

#### Desirable:

- Relevant professional qualification (e.g., RICS, CIOB, CIH, or NEBOSH)
- Experience of working at or reporting to Board/executive level
- Experience of delivering digital transformation or repairs system upgrades

