



Policies and Procedures Project Manager

Eldon Housing provides high-quality housing, care, and support services for older people, with a strong reputation for delivering safe, comfortable, and supportive homes. In addition to our core services, we are proud to be a key partner in the **Caring for Croydon (C4C)** contract, part of a Private Finance Initiative (PFI), where we work collaboratively to provide specialist housing and support for older and vulnerable people in the borough.

As part of our continuous improvement approach, we are now seeking a skilled **Policies and Procedures Project Manager** for a **6-month interim assignment**, to help ensure these remain fit for purpose, compliant, and aligned with best practice across all our operations.

Salary: £40,000 p.a. to £45,000 p.a. depending on experience

About the Role

In this role, you will be responsible for drafting, reviewing, and maintaining policies and procedures across our **Housing, Care & Support**, and **Asset & Facilities** functions. Working closely with staff, tenants, and senior leaders, you will ensure that all policies remain clear, compliant, and aligned with current legislation and organisational standards.

You will also play a vital role in implementing and embedding these policies, ensuring staff fully understand and apply them.

Key Responsibilities

- Draft, review, and update policies and procedures, initially focusing on Housing, Care & Support, followed by the Asset & Facilities teams.
- Ensure all documentation complies with relevant legislation, regulatory requirements, and sector best practice.
- Collaborate with managers, staff, and tenants to ensure policies are practical, operationally appropriate, and reflect stakeholder feedback.
- Maintain a centralised, accessible system for managing policies and procedures.
- Lead on the consultation process for policies and incorporate feedback from staff, tenants, and other stakeholders.
- Monitor and deliver the policy review schedule, ensuring timely completion.
- Lead on implementing new policies and procedures and supporting staff in understanding and applying them.
- Stay up to date with regulatory and sector changes to ensure all policies remain current.
- Provide support for policy reviews in other areas such as Governance, Finance, and HR as required.
- Present updates and reports on policy reviews and implementation to the Association's Board and Committees when needed.
- Undertake additional tasks to support the Senior Leadership Team as required.

About You

- We are looking for a detail-oriented, proactive professional with:
 - Strong written communication skills and the ability to produce clear, professional documents.
 - Proven experience in drafting, reviewing, and implementing policies and procedures.
 - Ability to interpret and apply legislation, regulations, and sector-specific guidance.
 - Excellent organisational skills with the ability to manage deadlines and competing priorities.
 - Confidence to work independently while engaging effectively with staff, tenants, and senior leaders.
 - Ability to present information at senior levels, including Board and Committee meetings.
- **Desirable:**
 - Educated to degree level or qualified by experience.
 - Knowledge or experience in housing, care & support, asset management, or facilities management sectors.
 - Previous experience in the social housing or not-for-profit sector.

Why Join Us?

At Eldon Housing, you will play a key role in shaping policies that directly support our mission to provide safe, supportive homes and services for older people. You'll be part of a dedicated, values-driven organisation where your work will have a lasting impact.

To find out more about our work please visit our website: <https://eldonhousing.org/about-us/>

Closing date: 15th July 2025

Full job descriptions available on request

In the first instance, please submit an up-to-date CV to hr@eldonhousing.co.uk.

Upon receipt of a CV, long-listed candidates will then be invited to complete an application form, detailing full employment history and suitability for the role.

Strictly no contact from recruitment agencies or media sales

An Enhanced Disclosure and Barring Service check will be required.

Eldon Housing is committed to Equality & Diversity

We will process your data for recruitment purposes only.

Eldon Housing Association – Passionate – Professional - Caring