

## **JOB DESCRIPTION**

<b>POST TITLE:</b>	<b>Group Director</b>
<b>GROUP:</b>	<b>Neighbourhoods and Housing</b>
<b>GRADE:</b>	<b>CO1</b>
<b>LOCATION:</b>	<b>LONDON BOROUGH OF HACKNEY</b>
<b>RESPONSIBLE TO:</b>	<b>Chief Executive</b>

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### **PURPOSE OF THE JOB**

1. As a member of the Hackney Management Team (HMT) you will be responsible for the successful delivery of the Mayor's priorities, the Council's corporate objectives, and the business objectives of your designated Group.
2. To provide effective inclusive leadership and management that will contribute to the continuous improvement of the Council.
3. To lead and be accountable for specific Corporate Programmes and themes.

### **SERVICE SPECIFIC ACCOUNTABILITIES**

To be the Council's Group Director for Neighbourhoods and Housing with direct responsibility for the leadership and management of the following functions:

- Public Realm services which comprise planning, licensing, environmental health, parks and leisure, community safety, emergency planning, air quality, transportation and parking, markets and trading standards
- Waste and Sustainability services which comprise waste and recycling, street cleansing and estate cleansing
- Housing Management with accountability for the management of around 23,000 tenanted properties and 10,000 leasehold properties

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Indicative budget: £70m plus £140m Housing Revenue Account  
Indicative staffing: 1,300 FTE (including agency staff)

## **GROUP DIRECTOR SPECIFIC RESPONSIBILITIES**

- To deliver an integrated and inclusive approach to services for communities, specifically universal services
- To put in place clear and effective arrangements for the discharge of the Council's statutory responsibilities in relation to meeting the housing management needs of Hackney's residents
- To develop sustainable communities where diverse residents want to live and work by analysing needs at area level and targeting resources at localities of high deprivation.
- To ensure that planning and regulatory services are delivered efficiently and effectively.

## **CORPORATE ACCOUNTABILITIES**

### **Corporate Responsibilities**

1. Actively contribute to the leadership of the Council in a way that promotes a 'one organisation' approach.
2. Develop and maintain positive relationships with diverse elected members to ensure the Council and Group strategic priorities are effectively implemented and to support Members to undertake their strategic monitoring role.
3. To promote equality among all staff, and ensure that services are delivered in a way that promotes equality of access, treatment and outcomes, and that recognises systemic discrimination and disadvantage
4. To promote sustainability in the management of the Group, including encouraging a culture of innovation and accountability amongst staff towards sustainability, embedding sustainability in strategic policies, the management of physical resources and the delivery of services.
5. Participate in the GOLD rota as directed by the Chief Executive to ensure emergency planning and business contingency arrangements are in place throughout the Council.
6. Deputise on a rota basis for the Chief Executive.

### **Service**

1. Actively consider new, inclusive and innovative ways of delivering services that provide high quality and good value for money. Research and benchmark to establish most effective delivery methods.
2. Drive the implementation of consistently high quality service standards and levels of customer service, establish and monitor performance using Council project management and service review approaches.

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3. Ensure there is effective integration of related services within and across Group and the Council, ensure the contribution of partner and contractor organisations is appropriately harnessed.

## **Performance**

1. Set strategic objectives and lead delivery through robust business and financial planning.
2. Ensure delivery of the Council's strategic objectives, through the achievement of milestones and targets inline with the Corporate Delivery plan.
3. Hold managers and partners to account for the delivery of **positive outcomes including tackling systemic equalities and valuing diversity** using appraisal, commissioning, client management and other appropriate techniques.
4. Ensure complaints and feedback is acted upon, services re-designed appropriately as a result, and high quality, appropriate responses are provided to diverse customers.

## **People**

1. Work collaboratively with the Council's partners to inform strategic decision making sure that this supports the delivery of specific corporate programmes and the community strategy.
2. Establish clarity around expected outcomes and standards, providing clear lines of accountability and delegated authority.
3. Establish and promote an inclusive culture of learning and workforce planning that enables staff to realise their potential, manage their careers and therefore improve outcomes for Hackney residents.

## **Finance**

1. Challenge and sign off financial strategies and plans / budgets that support the effective delivery of strategic priorities.
2. Monitor the Group budget and ensure it is effectively controlled within cash limits, driving down spend where appropriate.
3. Hold managers to account to provide services that are delivered or procured that represent value for money.

## PERSON SPECIFICATION

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### Technical Experience

Proven technical knowledge and experience in delivering some or all of the following service areas:

- Public Realm
- Waste
- Planning
- Regulatory Services
- Housing Management

### Qualification

Possess the necessary qualifications and experience to carry out the functions associated with the post.

## SKILLS AND KNOWLEDGE

### Accountability

- Political awareness with proven experience of building positive relationships with diverse elected members to balance political drivers with strategic priorities.

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- Experience of creating a culture of learning, to maintain a capable and high performing workforce that feels respected and engaged
- Experience of providing inclusive leadership within a dynamic and changing environment.

### **Delivery**

- Experience of interpreting vision and strategy to drive delivery through strong and effective **inclusive leadership that works across systems and institutional boundaries.**
- Experience of setting service standards that will enhance the reputation of the Council and empowers others to deliver.
- Experience of leading and delivering successful and inclusive organisational and cultural change programmes.

### **Decision Making**

- Experience of making difficult decisions through the analysis of relevant information and risk assessment.
- Able to make decisions that demonstrate commitment to the Council's vision for a better Hackney.

### **Working Together**

- Experience of establishing and facilitating cross organisational working that shapes and influences the benefits of having a diverse workforce.
- Experience of developing services that takes account of the needs of diverse stakeholder groups.

**We are also working towards our vision, which is to be a place for everyone; where residents and staff can be proud; a place that celebrates diversity and where everyone can feel valued, included and involved. In order to achieve this, we look for people who are: Proud; Ambitious; Pioneering; Open; Proactive; Inclusive.**

**Hackney Council works to eradicate discrimination on the basis of race, religion, gender, gender identity, sexual orientation, disability, pregnancy and maternity, age and marital status. We also recognise that people can be disadvantaged by their social and economic circumstances, so we will also work to eliminate discrimination and disadvantage caused by social class. We also welcome those interested in flexible working.**

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**We particularly welcome applications from disabled people and black and minority ethnic people as our senior management is not representative of these groups and the population we serve.**

**Hackney Council also recognises the positive benefits of a more diverse workforce at all levels, including greater innovation and understanding of our customers and communities.**