

## Director of Housing – Job Description Updated November 2021

### Job specific accountabilities

Strategic leadership for the management of:

- allocation of council homes and void management
  - council homes
  - provision of temporary accommodation
  - services to alleviate homelessness
  - private sector standards and influence provision
  - tenant and leaseholder participation and consultation
  - estate management
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- Accountability for the discharge of the Council's statutory responsibilities in relation to meeting the housing needs of Camden's residents and that all council homes are compliant with new legislation
  - To lead the development and implementation of a ten year housing revenue account strategy
  - Leadership of a cohesive, motivated service where staff are empowered to make decisions in an environment where it is safe to take a 'think and do' approach to service delivery and innovation
  - To ensure that every member of the Housing Service is committed to listening to our tenants and leaseholders and to delivering services alongside them not to them
  - Put in place rigorous training, development and supervision systems to ensure all Housing staff understand Camden's values and how we work alongside our residents
  - Oversee the delivery of highly devolved neighbourhood-based housing services led locally with tenants
  - Build positive relationships with diverse elected members to balance political drivers with strategic priorities.
  - Support and implement Camden's plan to harness a network of health, social care, voluntary and community organisations at neighbourhood level to support tenants
  - To ensure the Council's digital strategy fully recognises and supports the needs of residents, tenants and leaseholders
  - To ensure robust performance management systems are in place that span the whole housing portfolio, focused on our tenants' insight and lived experience as well as quantitative data and management information
  - Maximise income via the rent roll and leaseholder service charges
  - Continually review and improve the effectiveness of the Council's approach to reducing homelessness and its impact on health and life chances, striving for innovative and good practice to improve lives
  - Ensure the allocation of the Council's housing stock supports residents who need it most, tackles inequality and disadvantage and is allocated in an effective, equitable and transparent way
  - Ensure a robust private rented sector strategy to raise standards and engage private sector landlords
  - Take ownership of our participative tenant engagement strategy, ensuring tenant engagement reflects the diversity and backgrounds of all our tenants and engages those who are often silent

- Work with Camden's Property Service to ensure effective management of the stock, estate improvements and tenant participation and with housing development to help shape Camden's home building programme to reflect local need
- Ensure complaints and feedback are acted upon, high quality responses provided and that services are re-designed appropriately as a result
- Be accountable for the Housing service budget, ensuring effective performance management systems to manage resource within cash limits and holding budget holders to account to provide value for money

#### Director level job expectations:

This is a chief officer job accountable for the achievement of corporate priorities and outcomes within agreed resource constraints. This job contributes to leading the organisation, including specific accountability for the Housing Service, ensuring a responsive, resident focused approach but working through our systems and processes.

The postholder will ensure that services and activities across the council and with partners are closely integrated and joined up to achieve better outcomes and improve our residents' experience of public services, reaching outside of the council to ensure strong partnership working and integrated working.

The postholder will support and advise the council on strategic and significant operational matters. They will deliver agreed corporate and departmental objectives and outcomes through effective performance management, risk management and financial management. They will ensure Camden Council fulfil all legal and statutory duties.

This post is politically restricted which means individuals holding these posts cannot have an active political role. For a list of all politically restricted roles at Camden [click here](#).

#### Corporate accountabilities:

- Advise the Executive Director, Chief Executive, Council and Members on all aspects of the services the post holder is responsible for and support the administration in the delivery of its priorities, with a particular focus on the Housing service
- Develop evidence based and innovative strategies to achieve agreed outcomes internally and for residents
- Ensure the right systems, conditions, mechanisms and processes are in place to ensure all residents and service users voices are heard and listened to in the shaping and improvement of services and strategies
- Ensure that all systems and processes are designed around residents and service users, have clear purpose and are as effective as possible, minimising duplication and cost and ensuring the best possible experience for residents
- Contribute to the leadership of the organisation, ensuring a high calibre, motivated and effective workforce.

- Embed a digitally enabled, agile way of working with staff which embodies the 'Camden Way'.
- Ensure effective performance, financial and risk management at a local, departmental and corporate level.
- 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

### Supporting Communities Directorate: summary of directorate purpose

The 'Stronger Communities' directorate is focused on creating the conditions for people to lead high quality and fulfilling lives in healthy, safe and resilient communities. Enabling a vibrant local economy creating an attractive, clean and safe environment and providing a range of leisure and recreational services are all part of this. The directorate is responsible for maintaining and developing our buildings and physical assets which also affect people's quality of life.

**We want Camden Council to be a great place to work and to ensure that our citizens are represented in leadership roles and positions of power. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of other non-white ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do.**