

JOB DESCRIPTION

DEPARTMENT	Housing and Safer Communities
POSTHOLDER:	
DIVISION	Housing Services
GRADE	Chief Officer C
POST TITLE	ASSISTANT DIRECTOR, HOUSING NEEDS & TENANCY
POSTS REPORTING:	Head of Tenancy Services Head of Housing Inclusion & Support Services

549 Staff

Expenditure budget of £52m and income collection of £122m

Job Purpose:

- i) The post-holder provides the leadership to, and is the principal advisor for, both the Council's Homelessness and Housing Inclusion Service, and the Council's Tenancy Management service. The post holder is responsible for great customer service, high efficiency and effectiveness, and great support for those who are vulnerable and in housing need across both these services.
- ii) As a member of Housing and Safer Communities Directorate Management Team (DMT), the post-holder is responsible for the successful delivery of the Council's corporate plan and objectives, the objectives of Council's Housing & Homelessness Strategy, and the business plan for the directorate. The post holder works with the DMT to provide effective leadership and management that will contribute to the continuous improvement of the Council.
- iii) The post-holder is a corporate leader who actively contributes to Council-wide collaboration and partnerships. The post-holder models the behaviours that model the Council's values and a culture that reinforces this.

Job Scope

The post leads a division of 549 WTE and is responsible for a revenue budget of £52m and a capital budget of c£5m per annum.

The service currently includes Tenancy Services (tenancy management, caretaking, and income collection, including home ownership services) and the Housing Inclusion and Support service (homelessness and rough sleeping, allocations, temporary accommodation, disabled adaptations and improvements)

Job Outcomes

1. To lead the Royal Borough's Housing Services division, working closely with the Director, ensuring that services are delivered in line with corporate priorities, statutory duties and that performance targets are met.
2. To provide strategic advice to the Director, Cabinet Members, and senior managers on all matters that have implications for the delivery of the Royal Borough's tenancy and leasehold management, and housing inclusion and support services.
3. To coordinate the visible cross-departmental Council presence on the Royal Borough's estates and wider housing stock across tenancy management, caretakers, grounds maintenance, waste, and parking to ensure a joined up approach to feedback (our eyes and ears), planning, and delivery.
4. To lead the Tenancy Management service to deliver great customer service, to enforce the tenancy and leasehold agreement as appropriate, and support vulnerable residents as appropriate, including the approach for the safeguarding of children and adults.
5. To ensure the Housing Inclusion Service meets statutory obligations, works in partnership with wider agencies and the third sector, and delivers the relevant priorities of the Housing & Homelessness Strategy around homelessness and private sector housing.
6. To be responsible for establishing, maintaining and developing consultation, engagement and participation arrangements for residents, utilising digital technologies and traditional channels.
7. To manage the revenue and capital budgets in compliance with technical and safety guidance and best practice, Finance and Contract Standard Orders, ensuring that purchasing and procurement is open and transparent, meeting the highest standards of probity. To monitor the divisional budget and ensure it is effectively controlled within cash limits and delivers value for money. To ensure that income collection targets are met for rental and service charge income.
8. To ensure that the housing service has the professional and technical expertise to meet technical, statutory, and regulatory requirements, and is

committed to continuing professional development to understand emerging best practice and delivery.

9. To actively consider new and innovative ways of delivering services that provide high quality and good value for money. To research and benchmark these to establish most effective delivery methods.
10. To work across the council with other Directorates and wider partners outside the Council to collaborate and deliver cross-cutting corporate priorities.
11. To model the behaviours and lead the cultural change that is needed to increase collaboration, learning from experience, and wider leadership behaviours both within the division and across the Council
12. To understand the diversity of customers and staff and ensure services and working practices recognise this diversity, are inclusive, accessible and fair, and are delivered in a non-discriminatory way.
13. To deputise for the Director and other Directorate Assistant Directors as required.
14. To carry out all duties with due regard to the provisions of health and Safety regulations and legislation, General Data Protection Regulation, the Council's Equal opportunities and Customer Service policies, and Data Protection legislation.
15. To undertake additional duties or responsibilities consistent with the role as allocated by the Director.

The post holder is expected to work outside of normal office hours, including attendance at evening meetings or committees, for which no additional payment will be given..

Designation of the Post to which the Post-Holder normally reports to: **Director of Housing & Safer Communities**

July 2022

PERSON SPECIFICATION

ASSISTANT DIRECTOR HOUSING NEEDS & TENANCY

Technical and Experience

- Demonstrable knowledge of statutory framework around homelessness, tenancy and leasehold management
- Demonstrable experience of change management and integration
- Demonstrable experience of business and service planning and improvement
- Demonstrable evidence of professional development, for example membership or working towards membership of professional body (eg CIH, RICS, CIOB) or leadership qualification

SKILLS AND KNOWLEDGE

Accountability

- Political awareness with proven experience of building positive relationships with elected members to balance political drivers with strategic priorities.
- Experience of providing leadership within a dynamic and changing environment.

Delivery

- Experience of interpreting vision and strategy to drive delivery through strong and effective leadership.
- Experience of setting service standards that will improve services for residents and empowers others to deliver.
- Experience of leading and delivering successful organisational and cultural change programmes.
- Demonstrable experience of large scale budget management and budget re-profiling
- Experience of working with a range of partners to deliver service change and improvement

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 and corporate priorities
- 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.

Equal Opportunities

- Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.
- Understanding of and commitment to achieving the Council's Staff Values and Leadership Behaviours, and ability to put into practice in the context of this post.