



# RECRUITMENT PACK

## HEAD OF HOUSING

# WELCOME

Dear candidate

Thank you for your interest in this key role at North West Leicestershire District Council.

The role is responsible for all aspects of housing for tenants and leaseholders from policy and homelessness through to asset management and tenant involvement, and we are looking for experienced candidates who can provide strategic and operational leadership with strong people management skills to join us to head up our housing service.



It is preferable that you have a social housing background. Working as part of the Corporate Leadership Team you will lead this important service ensuring delivery of day to day operations and growing it to meet future demands and challenges such as carbon reduction, compliance and our new build programme. Your ability to develop internal and external partnerships is key to our growth.

Leading a dedicated team of over 120 staff within four service areas, you will have overall responsibility for the robust management of our Housing Revenue Account to finance the delivery of a seamless efficient and effective landlord function to just over 4,000 tenants and a small number of leaseholders, whilst delivering tangible savings.

The nature of this role demands a collaborative yet clear leadership style, the ability to use data and insight to drive performance and embrace new ways of working to improve the customer experience.

This is a great opportunity to join us at a time we are transforming our service to be modern minded and agile in its approach.

I hope to meet you in due course.

Regards

**Allison Thomas**

Chief Executive

North West Leicestershire District Council



# ABOUT NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

North West Leicestershire District Council is both the council's name and geographical location and is situated between Leicester, Burton upon Trent, Derby and Nottingham. The area of the district is 108 square kilometres.

Main roads through the district are the M42/A42 between Birmingham and Nottingham and the A50/A511 between Leicester and Burton upon Trent. The M1 motorway, which runs through the district, is accessible from junctions 22, 23, 23A and 24. The nearest railway stations are at Burton upon Trent, Loughborough and Leicester.

With a population of almost 93,500, North West Leicestershire is mainly a rural district, sitting at the heart of the National Forest, bringing in tourism from around the country. It is home to East Midlands Airport, which has replaced the mines as one of the region's major employers. It is a key location for many large businesses, with the likes of Pall-Ex, United Biscuits and TNT having bases here, and large developments like the Marks and Spencer distribution centre making North West Leicestershire their home.

Like many other shire districts, authority over North West Leicestershire is shared between the district council and the county council. Areas of responsibility of the district council include local planning, building control, council housing, refuse collection, recycling and some leisure services and parks.

The district council is currently controlled by 38 councillors representing 38 wards, who are elected every four years; the last election took place in May 2019 and saw the Conservatives remain in control.

The council has an executive known as the Cabinet which is made up of 7 councillors who have special responsibilities and power. As the Conservatives have overall control of the council they hold all of the seats on the Cabinet.

## KEY LINKS:

Budgets: [https://www.nwleics.gov.uk/pages/council\\_budgets\\_and\\_spending](https://www.nwleics.gov.uk/pages/council_budgets_and_spending)

Priorities and performance: <https://www.nwleics.gov.uk/pages/performance>

MTFS: [https://www.nwleics.gov.uk/files/documents/mtfs\\_2018\\_2023/Medium%20Term%20Financial%20Strategy%202018%20%202023%20for%20website.pdf](https://www.nwleics.gov.uk/files/documents/mtfs_2018_2023/Medium%20Term%20Financial%20Strategy%202018%20%202023%20for%20website.pdf)

The Cabinet: <https://minutes-1.nwleics.gov.uk/mgCommitteeDetails.aspx?ID=126>

# STRUCTURE CHART



# COUNCIL'S VALUES — ONE COUNCIL, ONE TEAM

- **Trust** - As an organisation we want to be open, fair and transparent, and to be trusted that we will deliver our promises. Please give examples of how you have delivered what has been requested.
- **Respect** - Our community is made up of many different people with different needs, all of them important. Please give examples of how you will respect and value customers and colleagues, taking into account their individual needs.
- **Excellence** - North West Leicestershire District Council wants to lead the way and be the best we can for our community. Please give examples of how you make sure your work is of high quality.
- **Pride** - The council is working to make North West Leicestershire a happy, healthy and vibrant place to work and live. Please give examples of what you do in your work to show pride in your workplace and community.
- **Growth** - Life in North West Leicestershire District Council is not about standing still. We aim to work together to grow and to continually improve. Tell us about what you have done to help you do your job better and bring more quality to your work.

**INVESTORS IN PEOPLE®**  
We invest in people Silver



# HEAD OF HOUSING — ABOUT THE ROLE

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As a large and successful district council, North West Leicestershire has every reason to be confident about the future. We have a booming economy, which includes all the benefits of having East Midlands Airport in the district, we are working with partners to establish the East Midlands Freeport, and the regeneration of Coalville continues apace. In addition, we opened a new £21m leisure centre in 2022 which will support our ambition to create healthier communities.

Within the Council, we have worked hard as a team over the last 18 months to support our residents - and we have emerged stronger than ever. Like many other authorities, we have moved to a 'hybrid' model of operating which will result in increased remote working, greater flexibility, and are currently undertaking a complete refurbishment of our office buildings as part of our hybrid accommodation strategy. We are now looking ahead to ensure that the council is equipped to thrive in what is a challenging financial situation across the sector.

Our new Head of Housing will work closely with Members and the Corporate Leadership Team to develop and further improve our housing stock and allied support services.

There are four key services below the Head of Housing:

- Strategy and policy (including homelessness)
- Our in house repairs and maintenance team
- Asset management (including new build)
- Tenant management

We are therefore seeking forward thinking, innovative and politically astute candidates with excellent leadership skills, who can work at a strategic level as well to develop what is already a strong team.

For more information about the housing service and related strategies please see: <https://www.nwleics.gov.uk/pages/housing>

## ROLE PROFILE

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### JOB PURPOSE

- To plan, prepare, shape, develop and run the Council's Housing Landlord and Housing service.
- To proactively manage the Council's Housing Revenue Account (HRA) land and property assets to ensure the Council achieves maximum utilisation and to ensure all capital investment decisions are robust and strategically relevant.
- To lead the HRA landlord service and ensure the Council delivers cost effective and efficient services to tenants, leaseholders and customers through high performing service teams, effective and innovative housing management, and well planned and delivered repairs and maintenance services.
- Provide dynamic and positive leadership in managing the staff and teams allocated to the post – Housing Management, Leasehold Services, Commercial Lettings, Asset Management, Commercial Services & Strategy & Systems
- To represent the Council's landlord and housing services interests locally, regionally, and nationally, to raise the profile of the authority and to establish partners and funding resources.
- Play a key role within the Corporate Leadership Team and the wider community to ensure the Council is highly regarded by government, stakeholders, employees, the business community, and elected Members.
- To establish and lead highly effective partnerships and working relationships with public and voluntary sector partners
- To make a significant contribution towards the delivery of the council's wider strategic objectives.

## CORPORATE MANAGEMENT

- To lead and manage the delivery of the councils' services allocated to this post in an efficient and effective manner, within the strategies, policies and service plans approved by the council
- To provide the necessary leadership, guidance, and direction to all employees and to oversee the management of resources and budgets.
- To play an effective part in the corporate management of the council to ensure a "One-Council" approach is always adopted.
- To role model through own behaviours and actions, a coaching and empowering approach to leadership to ensure the Council is driven by a truly customer-centred culture.
- To motivate and enthuse high performing staff, tackling poor culture and behaviours and increasing customer satisfaction.

## SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES

1. Challenge – to positively manage ongoing improvements within services by recognising the achievements of individuals and teams, whilst encouraging creativity and autonomy with responsibility.
2. Financial and Corporate Governance – to ensure that effective financial and corporate governance controls are implemented, and risk managed while seeking ongoing areas for improvement.
3. Corporate Strategies – to ensure Council's strategies, priorities and plans are delivered while seeking ongoing areas for improvement.
4. Elected Members – to work with members to assist in their understanding and engagement of services and to provide them with appropriate support and advice regarding their casework and other council activities, including attendance at appropriate council meetings and training.
5. Procurement – to ensure that all procurement procedures meet EC, Constitutional, corporate procurement strategies, rules, and other statutory requirements, resulting in efficient and effective provision of good services.
6. Corporate – to participate in the out of hours Emergency Planning callout rota of the council as Incident Control Manager and to lead teams in collaboration with other agencies and stakeholders to effectively manage civil emergency situations.
7. To provide officers and members with high-quality, cost-effective advice on the policy and operational implications of government legislation, guidance, strategies, and policies regarding issues relating to the relevant housing service areas.
8. To lead the effective management and development of employees to ensure that they are consulted empowered, valued, and motivated to contribute to the success of the organisation.
9. Ensure accountability in the management of complex case work and that performance management is robust in respect of direct reports and in the culture of the organisation as a whole.
10. To consistently develop a Housing Senior Management Team to deliver the corporate objectives.
11. To proactively manage the Home improvement programme with relevant stakeholders.
12. To drive tenancy, leasehold and customer involvement in service planning, delivery, and review.
13. To drive value for money through service, contractual and partnership arrangements and deliver good outcomes for service users through the Councils' contractors.
14. To create and maintain successful partnership working with other agencies and services, including police, fire brigade, registered housing providers, social care, and public & mental health as well as surrounding councils and other appropriate agencies.
15. To proactively exercise the council's policy on safeguarding.
16. To promote, research, benchmark and lead collaborative relationships with partners and stakeholders that drive new and innovative approaches in Housing to secure improved outcomes for the community.
17. Development / Training – provide advice and training to ensure Officers and Members are fully aware of matters such as Standing Orders / Constitutional guidance. To provide training and sharing of best practice in your areas of professional expertise to enable learning across the Council.
18. To consistently promote equal opportunities, diversity, and the completion of Equality Impact Assessments in service delivery and employment practices.
19. To carry out the duties of a manager under the Council's Health & Safety policy and to reinforce with staff their legal responsibilities under this policy and risk management.
20. Foster excellent industrial relations through engagement with all represented unions.
21. General – to carry out such other duties required consistent with the general level of responsibility of the post.

# COMPETENCY STANDARDS

COMPETENCY	DESCRIPTION
Collaborates and works with partner	Actively engages and involves internal and external partners to develop and achieve shared community goals and objectives.
Engages with the community & other stakeholders	Ensures decision making is properly informed by others within the local community.
Delivers customer focussed services	Actively involves internal and external customers / partners to develop and deliver effective services.
Is politically sensitive	Engages effectively with elected members and other stakeholders to deliver effective solutions.
Is strategically focussed	Can see the bigger picture and focuses decision-making on the achievement of agreed long-term goals.
Manages diversity in practice	Values and respects differences between people (and the service benefits that can arise), challenges discrimination and treats others with respect.
Manages change	Understands the need for change and actively manages the change process to conclusion.
Manages performance	Agrees and sets targets and motivates others to achieve them.
Manages the job	Prioritises tasks to make the best use of resources to deliver the job.
Communicates	Gets the message across clearly and appropriately to the needs of the audience.
Develops Talent	Makes the best use of talents and skills of people in achieving agreed objectives.
Manages within teams	Manages individuals and tasks and helps teams to achieve agreed goals.
Working Together	Encourages working together for the benefit of customers.
Leadership	Leads by example through own behaviours and professional approach to work. Inspiring and results driven.
Developing Commercial skills	Seeks and implements best practice from the private sector, to improve the customer experience and to drive best value-for-money outcomes.
Achieving Excellence	Delivers high quality services to meet personal, organisational and customer expectations. Adopts a can-do, innovative approach.
Reducing Bureaucracy	Actively seeks to minimise ineffective processes and behaviours. Structures communication and engagement processes to meet the needs of customers.

# EMPLOYEE SPECIFICATION

Key questions or criteria are developed to set minimum criteria for this job. In the role of Head of Housing it is essential that you can answer yes to the following criteria:

## CRITERIA

Education or relevant training

## ESSENTIAL REQUIREMENTS

Evidence of continued professional development and ideally full membership of a relevant professional body.

Degree level qualification.

Management qualification (desirable)

## KNOWLEDGE AND EXPERIENCE

- A track record of consistent and demonstrable achievement within a relevant housing or related environment.
- Proven experience of successful financial management, and budget preparation.
- Able to challenge and ensure continuous improvement ensuring the customer is at heart of what we do.
- Able to demonstrate vision, creativity, and the confidence to challenge traditional thinking.
- A track record of leading, motivating and managing teams and individuals to achieve high performing and significant sustainable improvement through effective delegation and empowerment.
- Able to work in a pressurised environment managing competing priorities between individuals and organisations, both internally and externally, whilst delivering on a range of projects and adapting to changing circumstances.
- Experience of managing strategic relationships with key stakeholders and partners at a senior level.
- Able to work effectively corporately as part of the Corporate Leadership Team.
- Able to prepare and present complex strategy and policy documents to non-technical audiences.
- Able to work successfully with elected Members on politically sensitive issues.
- Visible, approachable, and accessible.
- Strong interpersonal skills with good communication, networking, negotiating and ambassadorial skills
- Strongly analytical and numerate with excellent writing abilities
- Able to personally use new technology and software effectively appropriate to the job role.

## CONDITIONS OF SERVICE

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A full statement of the terms and conditions of employment will be given to you if you are the successful applicant. However, the following provides a summary of the main terms and conditions.

The post is covered by the Chief Officer National Conditions of Service with some local variations.

### SALARY SCALES

This is on a salary scale comprising nine incremental points – see below.

- 1 - £59,689
- 2 - £60,837
- 3 - £62,037
- 4 - £63,237
- 5 - £64,438
- 6 - £65,637
- 7 - £66,837
- 8 - £68,037
- 9 - £69,238

The salaries in the chart above include the cost of living increase recently negotiated at national level.

Starting salary within the range will be subject to discussion with the successful applicant.

Salaries are paid on the 25th day of each month, by bank transfer.

Incremental progression is normally automatic, awarded annually on the 1st April.

In addition the Council will reimburse the payment of one professional subscription, and you will be provided with a mobile telephone.



## **ANNUAL LEAVE**

Annual leave entitlement is 30 days per annum with 9 bank holidays and extra statutory days.

## **HOURS OF WORK**

Your hours of work are unspecified subject to a minimum of 36.25 hours per week and will include evening and weekend work as necessary. It is a requirement of the role that you are a member of the Emergency Planning Incident Control Officer 24/7 out of hours service. This is undertaken on a rota basis with other members of the Senior Management Team, so will generally involve one week in every eight.

An agile working hours scheme is in operation, which allows for greater flexibility in working times, and many of our employees now undertake a significant proportion of their work from home. We will provide a laptop, screen etc and contribution towards the cost of a desk and a suitable office chair if needed.

There will be a requirement to attend the offices when needed for face to face formal Council meetings and as part of your wider management role.

## **POLITICAL RESTRICTION**

This post is politically restricted in accordance with the terms of the Local Government and Housing Act 1989. Due to the seniority of this role, and the nature of the post, there is no right of appeal against this restriction.

The final decision on the appointment to this post will be by a small Appointments member committee chaired by the Leader of the Council

## **NOTICE**

This post requires a notice period of 12 weeks

## **PENSION**

You are automatically included in the Leicestershire Pension Fund. Pension rights are usually transferable if an officer moves from one public authority to another.

## **SMOKING AT WORK**

The council has a Smoke Free Council Policy in place.

## **USE OF VEHICLES**

With this post you have the option to lease a car in accordance with the terms and conditions of the Authority's policy. This scheme allows the choice of any lease car and the Council will pay a defined contribution towards the cost of the vehicle depending on engine size and CO2 output. As an alternative you may choose to receive a lump sum car allowance currently valued at £3,000 per annum. The car allowance is not classified as pensionable pay. The nature of this job role means that you will need to use your own vehicle for business use so you must ensure that your insurance documents reflect this. Any business mileage will be paid at the lease car rate – currently 16.6p per mile.

## **RELOCATION SCHEME**

A generous relocation scheme is available for candidates seeking to move to the area. The scheme provides for financial assistance with removal costs, legal and other fees associated with house sale and purchase, settling in allowance and assistance with costs where two properties are temporarily being maintained or support with travel costs. There is a requirement to move within a 20 mile radius of the Council offices – this area includes parts of the large nearby urban areas of Derby, Leicester and Nottingham and a significant rural area containing numerous villages. Further details of the scheme are available on request.

## **OTHER BENEFITS**

We offer a range of other benefits to all employees which include 24/7 Confidential support line, the option to buy additional leave, free eye tests, discounts at our Leisure centres, Workplace bike scheme, Star recognition process to recognise outstanding achievements, coaching opportunities, free car parking and excellent support for continued professional and wider career development.

## **IMMIGRATION, ASYLUM AND NATIONALITY ACT 2006**

You must be eligible to work in the UK. Candidates will be required to provide original evidence of his/her eligibility to work in the UK. (Passport, national insurance number, or visa/work permit).

## HOW TO APPLY

We hope you will consider making an application. If you have questions about the appointment and would find it helpful to have an informal conversation, please contact Luke Judd on 07435 270659 or [luke.judd@starfishsearch.com](mailto:luke.judd@starfishsearch.com) to arrange.

To make an application, please go to <https://starfishsearch.com/jobs/nwldc-head-of-housing/> and click on the apply now button, with the following prepared:

You will be able to apply via the link above, by uploading your CV and a supporting statement. The statement should be no more than four sides, and needs to address the employee specification.

We would also be grateful if you would also complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

**The closing date is: 9 December 2022**

