

# Director of Housing

- For an informal discussion about the role please contact Penny Ransley (07549 233685) or Jo Boardman (07834 030501) at Starfish Search, our executive search partner
- To apply visit [www.starfishsearch.com/appointments](http://www.starfishsearch.com/appointments)
- Closing date 13<sup>th</sup> January 2023

## The role

Hounslow is an outstanding council serving an outstanding borough, and we need an outstanding Director of Housing to deliver first-class, modern, preventative and community focussed services to some of our most vulnerable residents.

As a visible and transformational leader, you will hold responsibility for embracing and leading change, be outcome-focussed and put Hounslow residents at the very heart of everything you do and every decision we take.

As a corporate citizen and a 21<sup>st</sup> century public servant, everything you do will explicitly benefit Hounslow residents, and you will support the transformation of our organisation in line with that ethos. You will reach beyond your professional disciplines and work across boundaries, within the organisation and beyond. Driven by inclusive values, you will have a relentless focus on equality and diversity, both in terms of achieving great outcomes for our communities, and in the context of your role as director of a major employer.

## Professional accountabilities

- Set the Council's strategic housing vision, including the effective management, development, performance and continuous improvement of all Housing Services.
- Develop and deliver high quality resident-focussed services in respect of homelessness prevention and management, housing allocations, temporary accommodation, asylum and refugee relocation and support, and voids management.
- Provide a first class tenancy management and income collection service, ensuring the provision of excellent services to the Council's 17,000 general needs and sheltered housing tenants, including the Linkline out-of-hour and telecare, and aids and adaptation services.
- Deliver exemplar housing management services, providing first class estate management, maintenance and caretaking services to the Council's housing estates and sheltered housing units, ensuring the safety of tenants, leaseholders and residents in their homes.
- Effectively manage the division's considerable capital programmes and budgets of up to £200m per annum, including the delivery of the Council's ambitious retrofit and zero carbon housing plans.

## Professional accountabilities

- Work effectively as one of the Council's most senior officers, delivering corporate objectives through the work of your service departments.
- Provide sound, professional advice to the Council on all areas relating to Housing tenancy management, homelessness, housing allocations, voids management and contractual arrangements relating to these services.
- Lead, motivate, coach and support the teams and individuals, enabling them to learn every day, and to effectively deliver divisional and personal objectives, and high-quality advice and services to residents, tenants and the Council.
- Ensure a modern and proactive approach to asset management using data and technology to develop and deliver investment programmes, ensuring residents homes are both safe and well maintained.
- Promote equality, diversity and inclusion in the delivery of services and in our people management and development approaches, supporting Hounslow to become an even more inclusive employer, by putting equality front and centre of everything we do.

# The most important things about you

- Significant experience and demonstrable success at a senior level of leading major organisational and cultural change in the delivery of housing and tenancy management objectives, policies and services with evidence of innovative and transformational thinking.
- Leading knowledge of best practice in housing tenancy management, supported by strong analytical skills and an excellent aptitude for developing innovative solutions to complex problems.
- You communicate expertly. Your ability to engage with complex concepts and issues and communicate these clearly and simply is one of your strengths.
- Deep experience of developing excellent relationships with senior leaders and you can prove that you've developed with them strategic and tactical solutions to people management and development challenges and opportunities.
- A proven track record of financial and commercial awareness and competences in managing budgets to high standards of probity and accountability.
- Demonstrable experience and skills in leading and managing multi-disciplinary teams, and in providing visible and supportive leadership that empowers, motivates and develops staff to deliver improved and positive service outcomes for service users.

# London in one borough, the world in one place

Hounslow is one of the most diverse boroughs in the country - home to 285,000 people speaking 188 different languages. We're a gateway to London and the world, well connected and stretching from the centre of town in the East to the counties in the West. We are an axis for global competitiveness as a city and as a nation.

Our economy is one of the largest of any local authority area in the UK. We have a dynamic, industrious and entrepreneurial business community – from the HQs of global brands to cutting edge start-ups – and are leading the way in media, gaming and tech, with a fast-growing creative sector.

Bustling town centres, quality schools, wonderful parks and waterways, and world-class historic and cultural attractions make for a great place to live, work and visit.



We always strive for excellence and remain ambitious for Hounslow and its communities, whatever challenges we may face. Our track record of delivery is powered by One Hounslow.

One Hounslow is a spirit, culture and approach that shapes how we work, driven by our five core values.

It sees the Council wrap services, activity and resources around our residents rather than organisational boundaries, managerial functions or administrative convenience. With collaboration at its heart, it recognises that we achieve far more working in partnership with others than we can achieve alone.

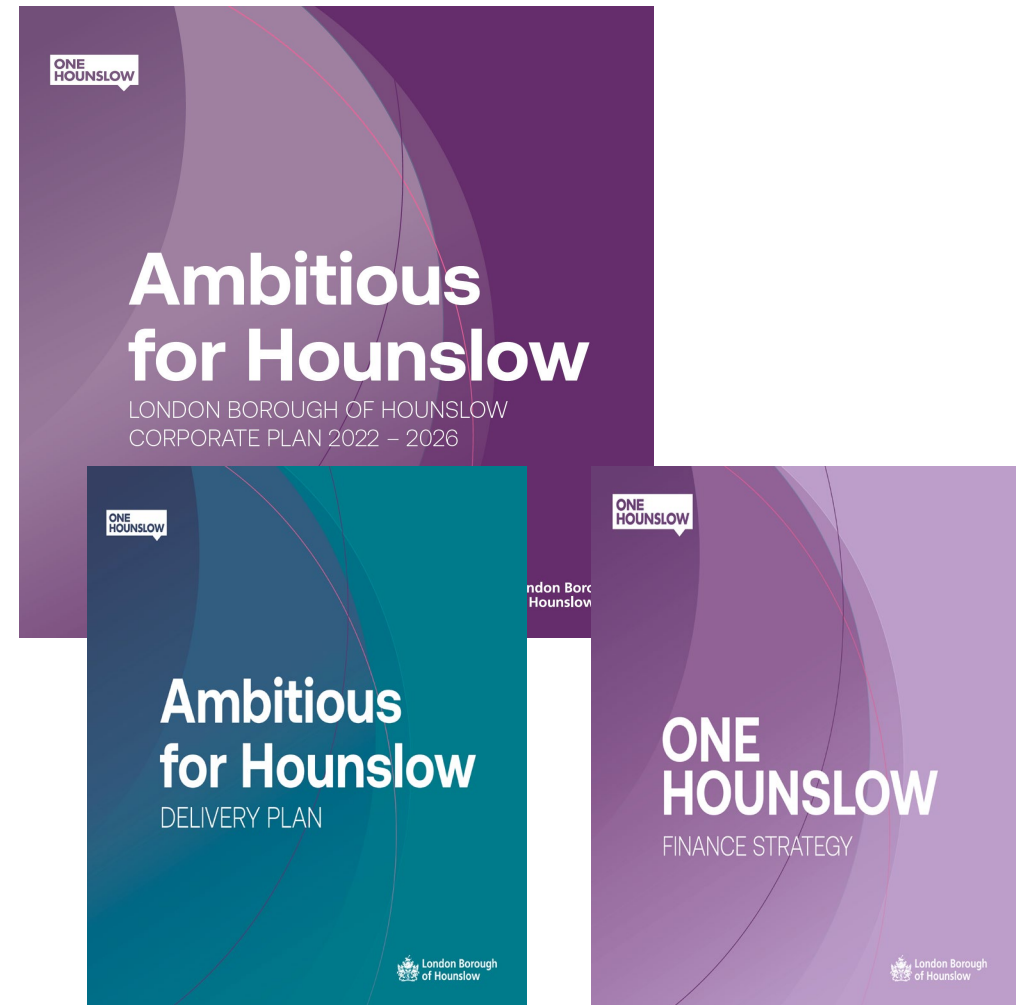
It was our One Hounslow ethos, and how it enabled us to transform how we do things and deliver for our communities through the height of the Covid pandemic and beyond, which saw us named LGC Council of the Year 2021.



# Clarity of vision and how to get there

We have a clear vision for the Council, the borough and our communities, articulated in our new [Corporate Plan](#). This is underpinned by a detailed [Delivery Plan](#) and [Finance Strategy](#). We're on our journey to create:

<b>A Greener Hounslow</b>	Where people live in a sustainable borough, where clean air, environmentally conscious transport options, employment in green jobs, and access to green spaces improves wellbeing.
<b>A Healthier Hounslow</b>	Where people enjoy good health, live well and independently, and keep active throughout their lives.
<b>A Cleaner Hounslow</b>	Where our borough is clean and litter free, reflective of the pride people have in their communities.
<b>A Thriving Hounslow</b>	Where local people flourish in a borough which is home to good-quality education, training, jobs and successful businesses, and where they live in strong, prosperous communities.
<b>A Safer Hounslow</b>	Where the borough is a safe place with low crime levels and a place in which people feel safe and secure as well.
<b>A Liveable Hounslow</b>	Where people can live in homes that work for them and in neighbourhoods where they can belong, look out for each other, and play a role in their local community.





# The One Hounslow values that drive us

## **LEAD WITH HEART**

We're here for the people of Hounslow. We work together with them and for them with care and compassion, with patience and in partnership. We put ourselves in other's shoes, remembering that every person is different, and every interaction is a real moment in their lives. We always feel first.

## **HARNESS THE MIX**

We work together, across disciplines and roles. We talk lots, share our insights, our skills and experience. We're not interested in siloes or defensiveness. We're always open to different approaches, we're flexible and ready to adapt. We break down barriers to unlock the problem-solving power of our amazing mix of minds.

## **DO NEW**

We need to do things differently if we're going to help Hounslow people thrive in the future. Hard work is important but it's not enough on its own. We need to challenge ourselves to break new ground, invent new approaches, try new ideas, keep moving forward and keep improving. That means being ready to stop doing things we've done before. It means taking on risk and backing each other when we take a leap.

## **PASS ON THE POWER**

The world keeps on changing and we need to change with it. We won't be able to adapt fast enough if we stick to old fashioned command and control. We need to hand over responsibility and give people more power to make decisions and take action themselves. It's about being transparent and straightforward. It's about providing tools and support. But, most of all, it's about being ready to trust each other to do the right thing.

## **BE A ROCK**

There's lots to do and people need us. It's up to us to take the initiative. To take responsibility. To stand up and be counted. Everyday. It's about being super focused, effective and efficient. It's about allocating our resources smartly and with good rationale – using data to help guide our decisions. But most of all, it's about having the strength and determination to keep on going through thick and thin.

# The behaviours which underpin our values

## LEAD WITH HEART

Always ask yourself how a resident would feel

Take pride in the little things and show you care

Listen to Hounslow people, don't assume you know

## HARNESS THE MIX

Inspire and support rather than command & control

Trust people to do the right thing, and do it right

Share the responsibility and the credit

## DO NEW

Take the initiative, bring energy and action

Finish what you start, never pass the buck

Make strong, evidence-based, decisions

## PASS ON THE POWER

Seek different perspectives to solve problems and create opportunities

Be willing and ready to adapt

Always find the common ground and shared benefits

## BE A ROCK

Nurture new ideas and back people when they have them

Challenge process where it holds us back

Test, learn, refine and go again



We value diversity in its broadest sense. We're committed to creating an inclusive culture where everyone is able to be themselves, give of their best, and reach their full potential. We believe that a diverse workforce helps us to better understand our communities and deliver the best services for our residents. We want to receive applications from all regardless of age, gender identity, disability, marriage or civil partnership, pregnancy or maternity, religion or belief, race or ethnic origin, sex, sexual orientation, transgender status or social economic background. We want to harness the mix and ensure that everybody can apply and be part of our recruitment processes. We will therefore make reasonable adjustments to accommodate our candidates.