

Slough Borough Council

Job Description

Job Description Reference: RH&E 2-0

Date: July 2023

Post Pay Level: SML 14

DBS requirement:

Job Title: Director of Housing

Responsible to: Executive Director, Regeneration, Housing & Environment

Responsible for: Housing

As the council's Director of Housing and a member of the Executive Director's Management Team, this post is directly responsible for:

Number of reports:

Direct reports: 3

Indirect reports: 76

Total Managed: 79

Financial Responsibilities:

Revenue budget of £49.5M HRA/G/F

Capital budget of £52.7M over 5 years

Location

Though hybrid working is supported, the post holder must be able and willing to be in Slough Borough Council offices or other office sites 5 days a week if required.

Main purpose of Job:

The Director of Housing at Slough Borough Council will be responsible for the strategic housing direction on complex critical matters such as the prevention and reduction of homelessness, investment and the effective leadership, operational management, and financial control of the council's multi-disciplinary housing service. The role requires an experienced strategic leader with a strong focus on driving value, improving service standards, achieving efficiencies, realising savings, identifying income opportunities, and assisting the Executive Director in setting strategic objectives. The successful candidate will play a vital role in supporting the council's priorities of enhancing service delivery to the community, customers, and internal operations.

General Accountabilities:

- **Strategy development**

Help to define the direction of the council to drive forward the public service reform

agenda and ensure delivery of its priorities and value to residents. Translate vision into a strategic vision for the future development of the service to enable the council to meet its future challenges, fostering a culture of continuous improvement. There is scope and need for significant transformation of both the service and the portfolio (i.e., assets).

- **Corporate leadership**

As a senior leader working as part of a wider leadership team across the council, work together take collective responsibility and drive forward a range of cross-council initiatives which are required to ensure changes are embedded in a sustainable way throughout the organisation. Provide corporate leadership that encourages our staff to recognise their contribution to the strategic objectives the council has set.

- **Service leadership and management**

Lead the integrated delivery, improvement, management and performance of the service, commissioning and directing activity within the council and externally as required, and ensuring overall objectives are translated into effective plans and that the service is efficient and locally responsive. Provide inspirational and professional leadership to staff, strengthening skills and competence and fostering a strong culture of standards, performance and accountability.

- **Resources / Financial management**

Ensure tight budgetary control and prioritise use of resources and assets to support the delivery of the council's corporate vision and help ensure that the council receives value for money from its expenditure. Drive and/or support the development of outcome-based commissioning models to better ensure strong price competition and transfer of risks through contracts with third parties. Champion and drive the development of commercial opportunities where appropriate.

- **Partners and stakeholders**

Actively engage, communicate and influence within the council, across partners and with the wider local and central government community, to champion the council's approach to unified public services. Foster the bringing together of local services and decisions across agencies to reduce demand and help communities more independently support themselves.

- **Business change**

Lead, develop, implement and review change management programmes to deliver continual improvement. Assist the Executive Director, and the Regeneration, Housing & Environment leadership team in developing a single council-wide corporate culture to engender a strong and shared approach to delivering services and provide better support for staff to deliver savings.

- **Compliance**

Ensure that all activities within the service comply with the council's Constitution, Standing Orders, financial regulations, health and safety and safeguarding responsibilities and that effective systems operate within the service to manage performance and risk. Equality and diversity

Uphold and promote the aims of the council's equality and diversity policies to ensure non-discriminatory practices in all aspects of work, and that diversity is embedded in everything, from workforce planning and policy development to service delivery.

Specific Responsibilities:

1. Lead the development of the council's housing strategy, promoting strategic approaches to meet national, regional, and local performance priorities. The post holder will lead the strategic review of housing services, ensuring alignment with affordable housing requirements through Section 106 agreements.
2. Manage the Housing Revenue Account ensuring proper expenditure and income is accounted for correctly within designated arrangements.
3. Promote the council's Health and Safety and overall compliance approach with both internal and external partners including chairing or participating in any relevant internal or external stakeholder groups. In particular, the post holder will ensure an effective response to the council's obligations for damp and mould matters.
4. Ensure compliance with relevant legislation, policies, and regulations governing the area of housing, keeping up to date with changes and best practices. Undertaking any statutory duties as required and ensuring the Council discharges all its statutory and other legal duties along with its contractual obligations including responsibility for building safety and duties under the Homelessness Reduction Act 2018.
5. Lead and drive a cooperative and supportive relationship with the Housing Ombudsman and Regulator for Social Housing. The post holder will promote understanding of housing issues, priorities, options and strategies amongst internal and external stakeholders, leading the relationship management of strategic partnerships.
6. Establish effective monitoring and quality assurance procedures for housing services, improvements, ensuring all housing services deliver best value for money while ensuring industry standards are met, services are effectively managed and there is demonstrated continuous improvement.
7. Establishing business systems to ensure appropriate licences are issued in the Licensing of Houses in Multiple Occupation Regulations 2018 and home improvements are managed to reduce risk exposure and financial impacts.

8. Set and lead the strategic direction for reducing homelessness, estate regeneration for housing management, new homes improving front-line customer facing service levels and delivery of improvement activity across the councils housing stock.
9. Lead the strategic delivery of allocations, housing compliance, housing investment, housing strategy, asset management, Housing Revenue Account business planning, contract renewals, housing management, and Leasehold services.
10. To take decisions of significant impact, including financial delegation of up to £100k. Such decisions will be informed by collaboration and engagement with other colleagues and made within the boundaries council's Constitution and financial framework, but the postholder is ultimately accountable for making such decisions.
11. To undertake any other duties commensurate with level of responsibility of the post.

Person Specification – Director of Housing

Qualifications	Essential / Desirable
A relevant bachelor's degree or higher qualification in a related field (e.g., Housing, CIH or RICS) or equivalent knowledge gained from experience at a senior level	E
Building services or relevant professional qualification and full membership of relevant body (e.g., RICS or CIOH).	D
Professional Health and Safety qualification (e.g., NEBOSH)	D
Significant evidence of continuous professional development which reflects commitment to effective management in a large organisation.	E
Experience	
Significant experience in a housing leadership role with responsibility for a housing function	E
Strong knowledge and understanding of the relevant sectors, including local government operations, housing needs, management, and improvement.	E
Strong experience of managing or holding statutory responsibilities in a housing function, monitoring, and discharging such responsibilities.	E
Strong experience in housing and homelessness strategies, preparation of investment programmes and working with external partners	E
Strong experience in setting and delivering net zero targets and other sustainability initiatives in a housing function	E
Demonstrated track record of successfully driving service improvements, operational efficiencies, and cost savings in a complex organisational environment.	E

Demonstrated track record of leading a customer-focused, high-performance culture, including workforce planning, objective setting, performance management, motivating and inspiring a diverse group of staff with different backgrounds and career goals.	E
Strong experience in identifying and pursuing income generation opportunities, with a focus on diversifying revenue streams.	E
Demonstrated knowledge in investment, repairs, maintenance, quality and performance standards.	E
Experience of working in a political environment such as local or central government. And experience of working collaboratively with the Regulator for Social Housing.	D
Can demonstrate political acumen and aptitude to adapt to a political environment.	E
Skills and abilities	
Good business planning skills with the ability to develop clear business and operational plans for the delivery of a high-quality services to customers in housing.	E
Excellent written and verbal communication skills, able to translate complex technical concepts into simple, clear insight and advice for a diverse range of audiences.	E
Ability to work collaboratively, working across departmental and organisational boundaries to develop shared solutions to deliver wider borough goals.	E
Excellent negotiation skills and evidence of having successfully applied these internally (in building excellent stakeholder relationships) and externally (in driving value through supplier relationships).	E
Judgement and proportionality, able to manage competing priorities, quickly identify key factors and direct attention and resources appropriately.	E
Excellent problem-solving skills, able to analyse complex scenarios and synthesise multiple strands of work into solutions that can be simply and clearly articulated to senior stakeholders including members.	E
Expertise in financial planning, budgeting, and resource allocation to ensure sustainable and efficient use of resources and maximising value for money. This includes identifying funding opportunities, managing budgets, and optimising financial strategies for regeneration, housing, and environmental projects.	E
The highest personal integrity and loyalty, supportive to colleagues, with a drive to deliver corporately on the Council's vision and values.	E
Knowledge and understanding	
Leadership with the ability to promote the long-term goals and direction of the organisation. This includes developing a clear and inspiring strategic plan for the housing function.	E
Good understanding of assessing potential risks and uncertainties associated with housing needs, management and improvement. This includes developing risk management strategies and contingency plans to minimise negative impacts and ensure successful outcomes.	E
A mindset that encourages innovation, creativity, and continuous improvement. This includes being open to new ideas and emerging	D

trends in housing practices, and adapting strategies accordingly to stay ahead of the curve.	
Expert knowledge and understanding of statutory responsibilities associated with housing management and homelessness ensuring statutory compliance duties are appropriately discharged.	E
An understanding of, and a personal commitment to, the vision, aims, values and priorities of Slough Borough Council.	E