

## JOB DESCRIPTION

<b>Job title:</b>	Director: Homes & Landlord Services
<b>Grade:</b>	D2
<b>Managed by:</b>	Executive Director: Growth & Regeneration
<b>Responsible for:</b>	Head of Estates Management Head of Housing Repairs and Maintenance Head of Business Development Head of Housing Options Manager of Private Housing and Accessible Homes
<b>Accountable for:</b>	<ul style="list-style-type: none"> <li>• Estate Services</li> <li>• Housing Repairs and Maintenance</li> <li>• Private Housing and Accessible Homes</li> <li>• Housing Options</li> <li>• Business Development</li> </ul>

### Purpose of the job

This is a senior leadership role and as such the purpose, accountability and outcomes are subject to change subject to the requirements of the organisation.

To support the Executive Director in delivering an operational strategy that meets the future needs of the City, working in collaboration with external agencies and partners to achieve an inclusive economy and a vibrant community in which opportunity and success is shared.

To work collaboratively with peers on all strategic matters in relation to the corporate plan outcomes to deliver the strategy, encouraging a collaborative organisational culture focused upon improvement and high performance.

To lead a diverse range of services to achieve successful outcomes for the City and the Council, inspiring others to give of their best.

<b>Job-specific outcomes / accountabilities</b>
To provide visionary leadership and a forward-thinking mindset to drive positive change and collaboration across wide-ranging services in the division, ensuring the effective strategic development and operational delivery of those services, supporting professionalisation of the workforce in light of the new regulatory requirements of the Social Housing Act.
Expertly lead the Council's work on the safety of the Council's estate, including compliance with Building Safety Act and Fire Safety Act
Develop and implement strategies to ensure that the Council's housing stock and estates are renewed and meet the Decent Homes Standard via collaboration and engagement with a broad spectrum of colleagues, partners and stakeholders. Develop strategies preparing for Decent Homes 2 and work towards decarbonisation of the Council's estate, including raising all our homes to at least EPC Band C by 2030
Foster a culture of meaningful engagement with residents throughout the service, working to ensure the tenant voice is heard in all parts of the organisation; and the Council is responding to consumer regulatory requirements and other directives from the Regulator of Social Housing
Drive the implementation of corporate change initiatives within the directorate, in particular the implementation of Transformation Programmes relating to Temporary Accommodation and Corporate Landlord Estate Rationalisation programme
Ensure that homeless people and families are safeguarded and re-housed quickly in a manner that sustains future tenancy, and appropriate Temporary Accommodation is provided in a sustainable and affordable way
Provide leadership and delivery of clean and safe neighbourhoods through effective housing management (of c30,000 units), ensuring a strategic and responsive repairs and maintenance service including caretaking, addressing issues of damp and mould in the estate

<b>Core job outcomes / accountabilities</b>
Work collaboratively with Executive Directors and Directors in the development and delivery of the Council's strategic objectives.
Work with the Mayor and Cabinet, Committees, elected members and other senior stakeholders in the achievement of business plans.
Lead on strategy development, policy planning and policy formulation within the professional disciplines covered by this role including liaison with Government, Regulators and other key agencies.

Provide strong and inspirational 'one council' leadership, promoting a culture of high performance, continuous improvement, innovation and customer focus.

Be responsible for significant delegated financial budgets and resources ensuring they are allocated effectively for the delivery of high-quality services, in a manner that demonstrates value for money and compliance with relevant policies and guidelines.

Develop long-term, mutually beneficial relationships with key partners to successfully deliver the key outcomes of the One City Plan.

Enable a high-performing, diverse, inclusive and engaged workforce to deliver the Council's strategic plans. Support and challenge others in developing, sourcing and deploying talent whilst promoting health and safety and employee wellbeing.

Lead and embed a team and individual performance management approach that underpins effective operational performance

Lead and demonstrate personal commitment to an inclusive and respectful culture in which colleagues act with integrity at all times.

Ensure that the Council operates within constitutional, legal and regulatory requirements.

Act as a positive ambassador for Bristol and the Council, promoting an excellent reputation locally, regionally and nationally

## Corporate accountabilities

### Leadership qualities

These are the attributes that we most need from our leaders in order to achieve our vision.

Leadership Qualities identify how I go about the work of a leader:

- Integrity
- Connected
- Empowering
- Visionary

### Leadership behaviours

These set expectations of how managers lead their teams and services and are for senior leaders to adopt and role model:

- Solving problems effectively
- Operating with a strong results orientation
- Supporting others
- Seeking different perspectives

### Organisational values

Role model and live the values in everything you do and celebrate successes through others:

- Ownership – we take personal accountability
- Collaborate – we come together to find the answers
- Dedicated – we strive to make a difference
- Respect – we value everyone
- Curious – we ask questions and explore possibilities

### Volunteering

To volunteer three days per year to support a local initiative that contributes to improved outcomes for Bristol as a City and its residents.

## PERSON SPECIFICATION

Essential (must have)
Evidence of commitment to advancing equality, diversity and inclusion principles and actively promoting an inclusive culture and environment by leading with cultural intelligence and sensitivity. Strong understand of challenges faced by communities and residents across the city
Proven track record of consistent and demonstrable leadership at a service level within an organisation of a comparable scope and complexity.
Highly visible and inspirational leadership skills with experience of operating at a senior leadership level with stakeholders, and of inspiring colleagues to give of their best.
Demonstrable experience of strategy development, planning and policy formulation within the professional disciplines covered by this role.
Ability to build and develop strategic relationships, influencing and negotiating with a wide range of stakeholders and partners to achieve outcomes.
Experience of leading diverse activities across multiple service areas within agreed budgets to meet agreed targets and strategic objectives.
Knowledge and understanding of the challenges that cities like Bristol and the wider public sector face alongside the policy and governance requirements across the function.
Experience of developing and sustaining a culture that meets the needs of and engages with customers and staff within an inclusive, open and high-performing environment.
Demonstrable track record of leading, motivating and managing teams to achieve high-performing, significant and sustainable service improvements and outstanding results through internal and external partnerships.
Demonstrate the capability and capacity for critical thinking and ability to apply this insight in a practical and engaging manner.

Demonstrable evidence of applying creative and business like approaches to managing demand for services to deliver cost effective and efficient outcomes.

Hold a relevant professional qualification.

Demonstrable experience of leading and managing a housing landlord function of similar size and complexity.

Experience of operating within an HRA environment, implementing legislation and budgets in relation to this.

Experience of successfully working with homelessness services and evidence of improved outcomes as a result of intervention and safeguarding.