

Job Description

Job Title:	Assistant Director – Housing Management
Directorate:	Housing, Development and Growth
Responsible to:	Director – Housing, Development and Growth
Responsible for:	SM – Housing Management, SM Policy, Strategy & HRA Regulatory Services, SM – Unitas Client & Strategic Projects
Grade:	DH3 - £98,681 - £103,773

Job Purpose

The core purpose of this post is to support the delivery of the vision and strategy of the Council through the provision of high-quality services relating to housing management. The post-holder will ensure the delivery of high-quality services against agreed priorities and standards, with a strong focus on continuous improvement and value for money. The post-holder will be responsible for ensuring that the council meets its statutory duties with respect to the HRA-related functions, leading on the following activities:

- Housing Management (including overall responsibility for collecting Housing Revenue Account rents)
- Repairs Client
- Housing Strategy and Compliance

Key Accountabilities

Role specific

1. To act as the council's lead senior officer for housing management and related functions, overseeing and implement the transformation of housing-related services, taking on board the conclusions and recommendations of Housing Health Check/Inspection activities and the feedback from deep engagement with residents, including crucially, council tenants and leaseholders.
2. To jointly lead the development of locality working and asset-based community development with the Assistant Director – Strategy, Economy & Communications, creating joint approaches to local service planning and delivery in partnership with all the relevant internal and external service providers and regional and national bodies, maximising opportunities for co-ordinated and integrated management arrangements to enhance service delivery and develop thriving communities.
3. Responsible for all HRA Housing/Landlord Services including client responsibility for Housing Repairs and Maintenance



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4. Contribute to the development of a sustainable HRA Business Plan, producing appropriate and effective Housing Strategies and relevant Asset Strategies (via Unitas)
5. Compliance with the regulators Consumer Standards including in particular the standard relating to tenant involvement/empowerment
6. To promote a clear focus on quality assurance, service accessibility and responsiveness, maximising customer involvement and insight, to contribute to the development of sound leadership and a high-performance management culture within the Directorate.
7. Act as the council's client lead for the relationship with Unitas as the wholly owned delivery vehicle for housing maintenance and repairs, focusing on high quality service performance and business development.
8. Provide a robust client role in relation to all services and capital investment provided through the HRA Business Plan in respect of maintenance and upgrade of council housing in the city.
9. Manage the HRA finances in close partnership with finance colleagues to ensure that the HRA account is sustainable over short, medium and long term, enabling a structured programme of investment in the maintenance and replacement of stock.

Corporate

1. To determine the best models of service delivery, across the division which delivers a high-quality customer experience, achieves high performance and contributes to the council's ambitions to be a commercial council.
2. To develop/negotiate joint approaches to local service planning and delivery in partnership with all the relevant internal and external services providers and regional and national bodies.
3. To support and implement the Council's budget strategy within Government controls, including delivering on the requirements set by the section 151 officer on senior budget holders.
4. To develop and maintain appropriate relationships with diverse stakeholders including; elected members, council officers, local communities, businesses, Government departments, and other external agencies in order to maximise capacity and pool resources wherever possible, including undertaking work with and for other LAs.
5. To ensure the Council is equipped and supported to address all Government inspection and other external scrutiny in order to secure positive outcomes and high levels of achievement.
6. To ensure that the right systems, policies and procedures are in place which secure a high standard of probity, regularity and control at all times, including with respect to information governance.
7. Actively contribute to the role of the local authority as a corporate parent, in supporting our looked after children and care leavers to thrive
8. To embrace and role model the council's commitment to develop a culture of continuous improvement and restorative practice.



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9. To ensure all employees within the portfolio have clear delivery plans, both in terms of their team as well as individually so that responsibility for achieving outcomes is shared and accountability is clear.
10. To act as an ambassador for the Council, promoting and enhancing the authority's image as a Member-led authority ambitious for the city, supporting the formation of strategic alliances and developing effective working relationships on a local, regional and national basis.
11. To lead on excellent employee relations through staff consultation and regular contact with Trade Union representatives at all levels.
12. To promote equal opportunities with our communities and staff through personal example, open commitment and clear action.
13. To develop a positive working environment encouraging active involvement of employees in shaping the co-production and delivery of services.

Key result areas

1. Collection of circa £74m of HRA rental income per year
2. Delivery of Housing Action Plans resulting in at least maintenance of a level of 2 Star and Excellent Prospects for Improvement and with an ambition for 3 Star status.
3. High customer and staff satisfaction levels in access and service delivery, achieving top quartile performance.
4. Effective and innovative policies, systems, procedures and service delivery models
5. Effective controls and standards to ensure the efficient use of Housing Revenue Account resources.
6. Raised profile for Stoke-on-Trent, locally, regionally and nationally, so that it is recognised as a leading authority for Housing.
7. Effective and efficient management of new legislative and statutory requirements.

Financing and Staffing Dimensions

Gross expenditure: £45m

Gross income: £74m

Capital budget: £21.3M (Unitas less disrepair of £1.5m)

Staff: 144.5 FTE

These duties are neither exclusive nor exhaustive and you may be expected to undertake duties and responsibilities, as directed by the city director

Person Specification

Job Title: Assistant Director – Housing Management
Directorate: Housing, Development and Growth

Requirements - evidenced by: **a:** application form **b:** test **c:** interview

Knowledge and Qualifications - Technical	a	b	c
An appropriate professional qualification within Housing Management with evidence of continuous professional development.	✓		
A thorough understanding of the statutory and regulatory framework within the service area.	✓		✓
Experience of consistent achievement as a senior manager in Housing Management including evidence of a clear understanding of the statutory and regulatory functions relating to public standards and provision in the public sector.	✓		✓
Experience of promoting equal opportunities and delivering best value through innovative, integrated, client and community focused service provision.	✓		✓
Experience in developing effective working relationships, partnering with other agencies.	✓		✓
Experience of successfully operating and negotiating with outside agencies.	✓		✓
Experience of strategic management and achieving sustainable improvements, with the ability to translate strategic objectives into operational plans.	✓		✓
Experience of leading a significant programme of change which had major impact on staff and processes.	✓		✓
Experience of effective budget management at a high level and accountability for strict monitoring of resources.	✓		✓
Experience of commercial and business acumen, exploiting new opportunities to achieve output related change and an outward customer facing and community focus.	✓		✓

Competency Framework

Should you be shortlisted, you will also be assessed on the following competencies, where you will need to demonstrate/evidence how you meet the criteria.

Leading and Deciding	a	b	c
Deciding and Initiating Action		✓	✓



Leading and Deciding	a	b	c
Takes responsibility for actions, projects and people; takes initiative and works under own direction; initiates and generates activity and introduces changes into work processes; makes quick, clear decisions which may include tough choices or considered risks.			
Leading and Supervising		✓	✓
A strong leader with energy, flair, resilience and credibility, provides others with a clear direction; inspires, leads, motivates and empowers others; recruits staff of a high calibre; provides staff with development opportunities and coaching; sets appropriate standards of behaviour.			
Creating and Conceptualising	a	b	c
Formulating Strategies and Concepts		✓	✓
Works strategically to realise organisational goals; demonstrates creativity, initiative, resourcefulness and resilience, sets and develops strategies; identifies, develops positive and compelling visions of the organisations future potential; takes account of a wide range of issues across, and related to, the organisation.			
Organising and Executing	a	b	c
Planning and Organising		✓	✓
Sets clearly defined objectives; plans activities and projects well in advance and take into account of possible changing circumstances; identifies and organises resources needed to accomplish tasks; manages time effectively; monitors performance against deadlines and milestones.			
Adapting and Coping	a	b	c
Coping with pressures and setbacks		✓	✓
Maintains a positive outlook at work; works productively in a pressurised environment; keeps emotions under control during difficult situations; handles criticism well and learns from it; balances the demands of a work life and a personal life.			
Enterprising and Performing	a	b	c
Achieving personal work goals and objectives		✓	✓
Accepts and tackles demanding goals with enthusiasm; works hard and puts in longer hours when it is necessary; seeks progression to roles of increased responsibility and influence; identifies own development needs and makes use of developmental or training opportunities.			



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Enterprising and Performing	a	b	c
Entrepreneurial and commercial thinking Keeps up to date with competitor information and market trends; identifies business opportunities for the organisation; maintains awareness of developments in the organisational structure and politics; tenacious drive for continuous improvement, demonstrates financial awareness; controls costs and thinks in terms of profit, loss and added value.		✓	✓