



Grade: Assistant Director - C03 (£91,962-£104,643)

Role Title: Assistant Director Housing Tenancy Management

Directorate: Regeneration, Housing and Environmental Services

Reports to: Director of Housing

About being an Assistant Director at London Borough of Hounslow

As a member of our Senior Leadership Team, you play a key role in decision-taking on behalf of our residents and contribute formally through our leadership governance arrangements across the organisation.

Leaders at Hounslow are future focused, looking across and outwards to make the greatest positive impact for our residents. Working with the Directors, you will contribute to the development and delivery of the corporate plan and lead services in such a way that our ambitions are realised. You will lead the operational delivery of critical services, and you will manage risks, ambiguity, and challenges responsibly. You will assist your Director with the support that we provide to Elected Members across all political parties. You will exercise influence and have impact across London, both as a leader in your profession and the operational delivery of your services, and as an ambassador for our organisation and communities.

Specific accountabilities for the role

- Your professional accountability is to lead, develop, and deliver a first class, modern, preventative and customer focussed housing tenancy management services, including:
 - Tenancy management - general needs housing,
 - Homeownership, shared owners and leaseholder services.
 - Overseeing 3rd party housing management arrangements
 - Sheltered housing tenancy and management service including Linkline & Extra Care
- Housing Adaptation and home improvement services
- Grounds maintenance, caretaking, cleaning and concierge services

Under the direction of the Director of Housing, you will shape, guide and implement the housing tenancy management service, including leading transformational change, and workstreams that contribute to its delivery, ensuring that strategies,

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procedures and actions are delivered to high standards that meets the needs of Hounslow's tenants.

- Work effectively as one of the Council's most senior officers, delivering corporate objectives through the work of service departments.
- Ensure that the council's role and responsibilities as Housing Authority and Landlord are effectively managed and are compliant in line with its statutory requirements.
- Provide sound, professional advice to the Council on all areas relating to tenancy and housing management services, resident involvement, ASB management, HRA community environment services and leasehold major works consultation.
- You will ensure that comprehensive suite of policies is in place which addresses the needs of current and future customers, regulatory and statutory obligations.
- Maintain and develop the effectiveness of all services allocated to this post by ensuring cohesive plans are produced which specify outcomes, resources allocated for their achievement, staff development, performance measures and standards to be achieved.
- Lead, motivate and support the teams and individuals to effectively deliver divisional and personal objectives, and high-quality advice and services to tenants and the Council.
- You will be responsible for:
 - Head of Tenancy Services
 - Head of Home ownership & Leasehold Services
 - Estate Services Manager
 - Specialist Housing Manager
 - Principal Service Manager – Aids & Adaptations
 - Tenants Satisfaction & Improvement Manager

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Top things about you

- You will bring 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 significant innovative and transformational thinking.
- You will bring 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 know how to communicate, expertly. Your ability to engage with complex concepts and issues and communicate these clearly and simply should be one of your strengths.
- You will have 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.
- You will demonstrate a proven track record of financial and commercial awareness and competences in managing budgets to high standards of probity and accountability.
- You will bring 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.
- You will be a role model for our values, creating the conditions for our people and residents to succeed.

Your corporate contribution

- Develop and engage the Housing Tenancy teams you manage, translating strategic ambitions into practical operational delivery.
- Work effectively as one of the Council's most senior officers, delivering corporate objectives through collaboration across the whole Council and with our partners.

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- Contribute to the delivery of the Council's One Hounslow transformation programme, balanced against the delivery of the services you lead that our residents rely on every day.
- Provide sound, professional advice to the Council on all areas relating to programme delivery.
- Maintain and develop the effectiveness of all services by ensuring cohesive plans are produced which specify outcomes, resources needed for their achievement, employee development, performance measures and standards to be achieved.
- Lead, motivate and support your teams, enabling them to learn, every day, and to effectively deliver divisional and personal objectives so that they are able to be the very best that they can be.
- Effectively manage service budgets in accordance with the Council's standing orders and regulations, delivering financial efficiency and value for money, and maximising revenue protection. This will include authorisation of payments, budget monitoring and control of expenditure, in line with the One Hounslow Financial Strategy.
- Promote equality, diversity, and inclusion in the delivery of services, and in our employment practices, and support Hounslow to become an even more inclusive employer, by putting equality front and centre of everything we do. Make Hounslow fairer and more equal.
- Deputise for your Director.
- Participate in the Council's emergency planning and responses to emergency situations when required to do so and assist in the conduct of elections as required.

These are the 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.

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.

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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 to the future needs of our residents 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.

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 the barriers between our parts and people to unlock the problem-solving power of our amazing mix of minds.

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.