



JOB DESCRIPTION

Post Title	Executive Director Resident Services
Service Area	Council Senior Leadership Team
Job Family	Executive Management Board
Grade	Chief Officers (C01.1)
Accountable to	Chief Executive
Accountable for	Housing, Environmental Services, and Community Wellbeing
Date Evaluated	24.02.25

Purpose of Job

- As a member of Southampton City Council’s Management Board and Corporate Leadership Team, the Executive Director of Resident Services will provide strategic direction, leadership, and management for services that directly impact the lives of residents, including housing, environmental services, and community wellbeing. This role is integral to shaping a resilient, inclusive, and sustainable city while championing innovation, collaboration, and excellence in public service.
- The postholder will lead the delivery of essential services, ensuring that they are responsive, efficient, and aligned with the Council’s Corporate Plan and broader strategic goals. By fostering partnerships, driving cultural change, and inspiring staff, the Executive Director will play a pivotal role in enhancing the quality of life for residents and ensuring Southampton is a vibrant, safe, and sustainable city for all.

Key Accountabilities & Duties

Strategic Leadership and Vision:

- Develop and communicate a clear strategic vision for Resident Services, encompassing housing, environmental sustainability, and community-focused initiatives.
- Align service delivery with the Council’s broader strategic goals, including improving equality, diversity, and inclusion.
- Champion innovation and continuous improvement to meet evolving resident needs.

Service Delivery and Improvement:

- Oversee the planning, commissioning, and delivery of housing, environmental, and community services, ensuring they are accessible, efficient, and high-quality.

- Drive a programme of service improvement, prioritising resident satisfaction and community wellbeing.
- Ensure statutory and regulatory compliance across all service areas.

Resident and Community Engagement:

- Actively engage with residents and stakeholders to understand their priorities, ensuring services are designed and delivered to meet local needs.
- Serve as an advocate for residents, fostering trust, transparency, and a culture of open communication.

Resource and Financial Management:

- Manage significant budgets and resources, ensuring value for money and financial sustainability.
- Identify opportunities for income generation, efficiency improvements, and cost-effective service delivery.

Partnerships and Collaboration:

- Build and maintain effective partnerships with local, regional, and national organisations, ensuring a joined-up approach to service delivery.
- Represent the Council at external forums, advocating for Southampton's interests and building its reputation as a forward-thinking city.

Leadership and Culture:

- Lead and inspire teams, fostering a culture of collaboration, inclusivity, and professional excellence.
- Identify and nurture talent within the organisation, ensuring staff are motivated and supported to achieve their potential.

Policy and Advocacy:

- Provide expert advice to elected members and senior leadership on matters relating to housing, the environment, and resident services.
- Stay abreast of changes in legislation and policy, ensuring the Council is proactive and well-prepared to respond.

LINE MANAGEMENT

The Executive Director of Resident Services will provide direct leadership and line management to the following key roles:

- Director – Housing: Responsible for the Council’s housing strategy, management of housing stock, homelessness prevention, and ensuring safe and secure housing for all residents.
- Director – Environment: Responsible for environmental and regulatory services, sustainability initiatives, waste management, and ensuring a clean and green city.
- Director – Customer and Leisure: Focused on improving the resident experience, ensuring services are customer-centric.
- Transformation Lead – Resident Services: Responsible for driving transformational change across Resident Services, ensuring alignment with the Council’s vision and priorities.

The postholder will ensure that these roles are supported, empowered, and held accountable for delivering high-quality services, fostering a collaborative and effective leadership team.

ADDITIONAL REQUIREMENTS

The duties and responsibilities highlighted in this job description may vary over time. The post holder is expected to undertake other duties and responsibilities relevant to the nature, scope and grading of the post including Emergency Planning cover for Gold/Silver/Bronze duties as required and rota’d.

The post holder must have the ability to understand the needs of a diverse society and be prepared to implement the Council's Equal Opportunities Policy at a level appropriate to the job and must at all times carry out their responsibilities with due regard to the Council's Equal Opportunities Policy.

The post holder is required to be familiar with the Council’s Health and Safety Policies and be aware of and observe any part of the policy related specifically to the duties and responsibilities of the post.

PERSON SPECIFICATION

Essential Skills and Experience

- Proven track record in senior leadership, managing large, diverse teams and services in a complex public sector or comparable environment.
- Technical capability to deliver and manage any assigned statutory roles and associated functions.
- Experience of working effectively with councillors, senior managers and external stakeholders.
- Awareness of and insight into operational influences and trends impacting local government and health and wellbeing.
- Evidenced experience of public sector service design so that it has the resources, systems and expertise to meet business and public funding requirements.
- Experience of building and running high performing teams and a service-based culture.
- Experience of developing performance and capability beyond the scope of direct reports.
- Experience of handling public, media and customer relations to build and protect organisational brand and trust.
- Extensive experience in delivering housing, environmental, or community services, with a demonstrable impact on resident outcomes.
- Strong financial acumen, with the ability to manage large budgets, balance competing priorities, and drive value for money.
- Exceptional communication and interpersonal skills, with the ability to engage and influence stakeholders at all levels.
- Experience leading cultural change, fostering employee engagement, and promoting an inclusive organisational culture.
- Deep understanding of the legislative and policy landscape related to local government services, including housing and environmental management.

Education and Qualifications

- Degree-level education or equivalent experience in a relevant field.
- Evidence of continuing professional development.

Personal Attributes

- A collaborative and visionary leader, committed to the values of public service and putting residents at the heart of decision-making.
- Politically astute, with the ability to navigate complex environments and provide balanced, pragmatic advice.
- Resilient and adaptable, capable of thriving under pressure while maintaining a focus on outcomes.

LEADERSHIP RESPONSIBILITIES

Financial Management

1. To comply with and ensure organisation wide compliance with the Council's financial policies and requirements.
2. To identify and propose opportunities for innovation, commercialisation, cost savings, cost recovery and income generation across the Council and externally.

Customer Relationships

1. To build and sustain excellent collaborative working relationships with elected members, managers, partners and other stakeholders.
2. To deliver to agreed standards of service and excellent customer engagement.
3. To gather and act upon customer feedback to meet or exceed customer satisfaction.

Operational Effectiveness and Compliance

1. To follow and ensure compliance with all Council policies and procedures.
2. To undertake continuous improvement to improve the effectiveness of activity and services across the Council.
3. To escalate risks and issues which may impact any aspect of performance or the Council's reputation.

Organisational Capability and Growth

1. To participate in team and Council wide activities to improve involvement, engagement and communication.
2. To participate in and to use the appraisal and performance management process to develop personal and service contribution and the development of capability.
3. To take responsibility for personal development including any continuous Professional Development.
4. To work with others in the senior leadership and service teams to ensure change readiness and change management.

BEHAVIOURS

- Role models leadership standards (internally and externally)
- Sets and upholds the values of the council and council senior leadership team
- Takes personal accountability and holds others to account
- Takes responsibility for own development.
- Listens to and respects the opinions of others.
- Asks for, reflects upon and acts on feedback.
- Works collaboratively with others to deliver the best outcomes.
- Actively seeks opportunities for improvement in organisational processes.
- Builds understanding and commitment to transformational change.
- Sets standards for customer service and engagement
- Builds relationships of trust and alliances with customer groups.
- Develops and promotes a marketing approach to running our public services
- Uses data and evidence to drive the business of the Council.