






## Job Description

<p> Job Title: Head of Housing</p> <p> Department: Housing/CLT</p> <p> Grade: Head of Service plus car allowance</p> <p> Location: Coalville base, travel across the district &amp; remote</p> <p> Reporting: Strategic Director of Communities</p>	<p><b>Job Purpose</b></p> <p>To lead the Council's housing and landlord service in a compliant and well managed way for the good of tenants, leaseholders and residents.</p> <p>To play a key role within the Corporate Leadership Team, ensuring the delivery of the service alongside the needs of the Council overall.</p>
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**EXCELLENCE | TRUST | RESPECT | PRIDE | GROWTH**

### Key Responsibilities

- Proactively lead and manage the Council's housing and landlord services.
- Drive the modernisation and continuous improvement of the Housing Service, engaging staff, tenants and elected members in the change process.
- Play an active role in ensuring the service aligns with and contributes to the Council's strategic aims and ambitions as part of the Corporate Leadership Team.
- Provide leadership, coaching and training to the team so that they provide an excellent and professional service in dealing with our customers, ensuring a positive customer experience and outcome
- Ensure full compliance with all relevant legislation, regulations, policies, and standards.
- Deliver outcomes in line with the Regulator of Social Housing's consumer standards and other statutory requirements.
- Develop, review, communicate and implement housing policies and procedures that are up-to-date, legally compliant, and responsive to tenant needs.
- Manage the service in line with the Council's performance framework, including directorate and service plans.
- Oversee service budgets and ensure sound financial management over the medium term, delivering value for money.
- Undertake any other duties that fall within the scope, spirit, and purpose of the role.

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Skills and Behaviours	Experience and Qualifications
<ul style="list-style-type: none"><li>• Role models the Council's Values and Behaviours</li><li>• Fosters a culture of openness, trust, accountability, and empowerment across the service.</li><li>• Skilled in building effective partnerships to co-design and deliver housing services that meet community needs.</li><li>• Commitment to delivering and embedding an excellent customer service with a strong tenant-first approach.</li><li>• Act as a role model in actively putting the customer at the heart of the service. You will find ways to give residents a say in decisions that matter to them</li><li>• Provide leadership, coaching and training to the team so that they provide an excellent and professional service in dealing with our customers, ensuring a positive customer experience and outcome</li><li>• An inclusive team player who can foster partnerships, work collaboratively across boundaries and achieve performance and results through others.</li></ul>	<ul style="list-style-type: none"><li>• Proven ability to lead, motivate and inspire high-performing teams in a complex, fast-paced environment.</li><li>• Strong track record of working collaboratively with multi-disciplinary teams, elected members, residents, and tenants</li><li>• Significant experience in managing large-scale budgets, housing assets, and staff resources to ensure efficient and effective service delivery.</li><li>• Demonstrates ability to lead service transformation and continuous improvement initiatives.</li><li>• Experience of strategic contract management, including procurement, performance monitoring, and value-for-money assessments.</li><li>• Comprehensive understanding of regulatory frameworks and a strong commitment to compliance with: Health and Safety legislation; General Data Protection Regulation (GDPR); Equalities and Safeguarding.</li><li>• Chartered Institute of Housing Professional Qualification Level 5 or equivalent (desirable).</li><li>• Management Qualification (desirable)</li></ul>