



Role Title: Assistant Director of Housing Services

Service: Housing Services

Directorate: Housing and Environment

Accountable to: Director of Housing and Environment

Grade: D2

Car Category: Essential

Work Style: Flexible Office Based Worker

Purpose of role

- To establish and deliver the corporate objectives as part of the Corporate Management Team, embed a One Council approach, and inspire others to reach their potential.
- To be responsible for the regulatory requirements and delivery of the Council's Housing Revenue Account.
- To deliver the Council's housing aims and objectives by ensuring Housing and Regulatory Services are delivered which support, create, enhance, and promote opportunity for customers in all sections of the West Lancashire community.
- To lead and champion the Council's Housing Services, working closely with other Assistant Directors to provide joined-up, cohesive Council services.
- To have lead operational responsibility for the development, delivery and maintenance of key housing and corporate asset management strategies, capital and revenue investment, processes, and systems.
- To lead on the effective delivery of the councils Estates, Facilities and Commercial assets to ensure efficient service provision and high levels of income.
- To be a member of Corporate Management team and act as a deputy for the Director of Housing and Environment being responsible for your service area, in their absence.





Key Objectives

1	To have management responsibility for the Council's Housing Revenue Account ensuring statutory and regulatory compliance in all areas.
2	Ensuring effective implementation of key housing strategies, regeneration projects and reviews, working closely with strategic planning colleagues to ensure alignment.
3	To drive a culture of commercial development, improvement, performance management, innovation, and customer service excellence across Housing Services and through its partners.
4	To have lead operational responsibility for the development, delivery and maintenance of key asset management and regeneration strategies, processes, and systems. Leading and advising on the Council's HRA business planning process and delivery. This will include interpreting the future requirements of legislation and regulation.
5	To have lead operational responsibility for developing capital schemes and investment plans relating to the Council's housing stock, corporate and commercial buildings.
6	To have lead responsibility for the Council's Homeless Service ensuring the relevant strategies are delivered and appropriate services are provided.
7	To champion the digital customer experience for Housing services, identifying efficiencies, and redesigning services for optimal effect
8	To lead on the HRA budget setting through service planning, identifying budget pressures and bringing forward proposals for efficiencies and service improvements.





9	To support the Director of Housing and Environment in relation to the corporate budget setting process, through service planning, identifying budget pressures and bringing forward proposals for efficiencies and service improvements.
10	To prepare and present reports to Council committees, corporate/service management teams, officer groups and organisations, as appropriate, and provide Member briefings as required.
11	To provide visible leadership for staff in conduct and behaviour, promoting a culture of seeking excellence in quality and value for money of service provision, and valuing equality and diversity in all aspects of service delivery.
12	<p>Responsible for ensuring all relevant legislative changes and up to date policies are in place, and compliant with both the Ombudsman Code, Consumer Standards, Building Safety and overall compliance requirements.</p> <p>Lead on ensuring the annual compliance audit for relevant services and processes within the Directorate are complete.</p>
13	Responsible for ensuring that the appropriate Lead Member(s) are adequately briefed and aware of issues within their portfolio.
14	To ensure that the systems, procedures, and processes of Housing Services are effective in supporting the delivery of effective and efficient services, and in fulfilling the requirements for financial probity, risk management, corporate governance, compliance, and accountability.
15	To investigate, prepare and present reports on aspects of work within the service, and contribute to the formulation of the Directorate's strategies, policies, systems, operational plans, and work programmes, so that they are consistent with the Council's vision, values, and priorities.
16	To respond to changing cultural and customer needs, address opportunities and the changing business context and take account of the views of the Council Members, officers, customers, and key stakeholders.





17	To lead, attend and represent the Council at meetings, including outside of normal office hours, and attend events and activities, including weekend events, as required.
18	To organise, direct, control and ensure the performance of Housing services, ensuring vision and values are a part of everyday business.
19	To undertake and provide the lead officer role in respect of Housing Services, reporting to the Director of Housing and Environment.
20	To serve as a member of Corporate Management Team and Corporate Incident Management Team in emergencies and take responsibility for Housing Services in wider corporate matters.





Scope

This role is a key part of the senior management team within the Council and the post holder will not only manage the services within their direct remit but work closely with other Assistant Directors and Directors to bring about positive, sustainable improvements that benefit residents and businesses in the West Lancashire area. They will also work with partner organisations in the delivery of Housing and Regulatory service solutions and/ or initiatives.

Work Profile

1. Strategy

The post holder will take the lead role in developing, implementing, and reviewing strategies for the services that fall within their remit. This will include lead responsibility for developing the HRA business plan and Corporate Buildings Investment Programme, capital schemes and investment plans relating to the Council's housing stock. They will also contribute, as part of the senior management team, to council-wide strategies, including corporate planning, the People Plan and budget setting.

2. Performance

The post holder will have the lead responsibility for the development, operation and reporting financial performance of the Housing Revenue Account ensuring adherence with financial regulations.

The post holder will be accountable to the Director of Housing and Environment for the performance of the services within their remit. They will take a proactive and solution-focused approach in managing underperformance of individuals, teams or whole services. They will actively monitor and report on performance using agreed key performance indicators plus any appropriate service-level measures to ensure the effective management of their services, including responsibility for compliance in meeting the (HRA) regulator's standards. They will be responsible for ensuring that their services are routinely benchmarked against industry standards and set appropriate targets that stretch performance.

They will be accountable for ensuring a good working relationship with the regulator ensuring that all regulatory standards of governance and financial management are met.





They will also contribute to the overall financial and service performance of the organisation through their membership of the corporate management team.

3. Service Quality

The post holder is responsible for the quality of the services within their remit and will be held to account by the Director of Housing and Environment. They will be responsible for the continuous improvement of their services and for setting and championing agreed standards.

4. Resource Management

The post holder will have line management responsibility for direct reports and indirect responsibility for posts within their services.

The post holder will have responsibility for the management and maintenance of capital and revenue programmes of up to 6,000 domestic properties and 300 Commercial units. The role will also be responsible for both the capital and revenue programmes and investment in the Council's corporate and commercial premises. The role is also responsible for the Council's new build development programme.

They are responsible for the effective management of the services' budgets, and for the equipment, vehicles and machinery used by their teams.

5. Accountability

The post is accountable to the Director of Housing and Environment

6. Culture

The post holder will play a lead role in the development of a positive organisational culture that is outward looking, evidence-based and customer-focused. They will provide visible, authentic leadership and lead by example, upholding the organisation's values and standards.

The post holder will promote equality of opportunity in the delivery of the duties of the role.





7. Communications

The post holder will have regular (often daily) contact with Elected Members, other members of Corporate Management Team, partner organisations and their service managers.

They will have frequent but not daily contact with members of the public including the regulator, local businesses and with Human Resources, Trade Unions, and regional bodies. They will be expected to write detailed reports for committees, some of which may include technical detail that needs to be translated for the layperson and often incorporating sensitive information. They will also come into contact with personal information relating to employees and residents and will need to exercise their responsibilities in handling this information appropriately.

8. Commitment

Employees whose posts are graded above scp 43 are expected to undertake duties outside of normal working arrangements and will not normally receive additional payments as this is a recognised feature of their post.

9. Risk Management

The post holder will be expected, as a member of the Corporate Management team to contribute effectively to the identification, management of corporate risks. They will be responsible for the effective management and mitigation of risks within their own services, reporting on actions taken and escalating to the Corporate Director of Place and Community and Chief Operating Officer when necessary.

10. Equal Opportunities

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

11. Customer Focus

To meet the Council's Standards of Customer Care at all times.

12. Core Tasks





To undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

13. Health & Safety

The post holder will have responsibility for ensuring compliance of all domestic, corporate, and commercial buildings, ensuring compliance with the legislation and guidance relating to gas, electrical, asbestos, water hygiene and fire safety.

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

14. Legislation

To comply with Data Protection legislation and all other relevant and applicable legislation together with Council policies and procedures.

14. Training & Development

To comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

15. I.T.

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.

16. Political Restrictions

This is a politically restricted post (see Section 2 Local Government and Housing Act 1989)





PERSON SPECIFICATION/ESSENTIAL QUALIFICATIONS

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out.

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
SKILLS AND KNOWLEDGE Technical knowledge and qualifications	Educated to at least degree level.	X		A
	Relevant professional qualification	X		A
	Management qualification or equivalent experience		X	A
	Evidence of continuing professional development	X		A
	An in-depth knowledge and understanding of Housing Services and relevant regulation.	X		A, I, T
	A thorough understanding of the Local Government operating environment and a commitment to the principles of public service		X	A, I, T
Planning and organising work	Ability to manage significant projects, systems implementation and/or change management.	X		A, I
	Able to operate independently, managing conflicting priorities effectively.	X		A, I, T
	Ability to lead and team and line manage others, with effective resource planning skills.	X		A, I
	Methodical and well organised, with a commitment to providing a quality service and attention to detail.	X		A, I, T
Planning capacity and resources	An ability to manage large capital and revenue budgets effectively and	X		A, I





	<p>able to demonstrate commercial acumen.</p> <p>Able to lead and manage large teams, utilising a flexible and resilient approach to workforce planning.</p> <p>Delivery of results under pressure</p> <p>Planning for long-term projects & deliverables</p>	<p>X</p> <p>X</p> <p>X</p>		<p>A, I</p> <p>A, I, T</p> <p>A, I</p>
Influencing and interpersonal skills	<p>Political sensitivity and ability to establish and maintain collaborative working relationships with customers, businesses, Elected Members, Central Government, public sector agencies, trade unions and voluntary sector.</p> <p>Professionalism and credibility that establishes and maintains the confidence of Elected Members, local communities, employees, and external partners/ stakeholders</p>	<p>X</p> <p>X</p>		<p>A, I, T</p> <p>A, I</p>
PROBLEM-SOLVING Using initiative to overcome problems	<p>Proven success in maximising outcomes and the efficiency of services, ensuring that they are fit for purpose, cost effective and provide value for money.</p> <p>Demonstrable experience of developing and implementing effective outcome-based solutions to problems</p> <p>Ability to work strategically and operationally, to identify a range of appropriate solutions to issues and problems.</p> <p>Able to use data extraction and manipulation to extract specific data and derive results, conclusions, and recommendations.</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p>		<p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p>
Managing risk	<p>Ability to consider and assess risks associated with the services and the Council's wider operations,</p>	<p>X</p>		<p>A, I</p>





	undertaking risk assessments as required.	X		A, I
	Ability to identify mitigating measures that may be implemented to minimise risk			
Managing change	Able to demonstrate experience of effectively managing change for improved outcomes and service delivery.	X		A, I
	Ability to review team performance along with wider service performance and seek to continuously improve through implementation of changes on a regular basis.	X		A, I
	Ability to lead, manage and promote change in a positive manner to others	X		A, I
ACCOUNTABILITY and RESPONSIBILITY	Ability to work independently and take ownership of key responsibilities of the post	X		A, I
Undertakes tasks without supervision.				
Other	Commitment to Equality	X		A, I
	Commitment to Health & Safety	X		A, I
	Satisfactory Baseline Personnel Security Standard Check	X		Document Checks (includes Basic DBS)
	The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English.	X		I
	To attend and represent the service at meetings, including outside of normal office hours, and attend events and activities, including	X		A, I





	weekend events. Full driving licence and access to vehicle (or equivalent mobility)	X		A, Document Checks
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COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s Expected Behavioural Standards which include:

- Putting customers first.
- We do what we say we will do when we say we will do it.
- Being positive and adaptable.
- Taking responsibility and achieving results.
- Working together.

In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:

- Service delivery and change management.
- Financial and resource management.
- Leading, motivating, and developing.

Other information

- able to travel to meet service delivery requirements.
- available to undertake work outside of normal working hours.

Signed Line Manager	Signed Director of Housing and Environment	
Print Line Manager		Date

