



**Role Title: Head of Housing Services**

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## **Scope**

This role is a key part of the Corporate Management Team within the Council and the post holder will not only manage the services within their direct remit, but work closely with other Heads of Service 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 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 Housing Strategy, 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 Corporate Management Team, to council-wide strategies, including corporate planning, Our People Strategy and budget setting.

### **2. Performance**

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

The post holder will be accountable to the Corporate Director of Transformation, Housing & Resources 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 compliance with all requirements of the regulatory framework.

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 Corporate Director of Transformation, Housing and Resources.

They will be responsible for the continuous improvement of their services and for setting and championing agreed standards and working with colleagues across the Council to improve the customer journey and maximise efficiency.

### **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. The role will also be responsible for both the capital and revenue programmes and investment in the Council's corporate premises.

The role is also responsible for the Council's new build development programme and will work closely with the development company to develop homes that meet housing need.





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

## **5. Accountability**

The post is accountable to the Corporate Director of Transformation, Housing and Resources.

## **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 the 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 and 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 Transformation, Housing & Resources 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 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 the use of I.T. and equipment.

#### **16. Political Restrictions**

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

