



Role Title: Head of Housing Services

Service: Housing Services

Directorate: Transformation, Housing & Resources

Accountable to: Corporate Director of Transformation, Housing & Resources

Grade: WLd

Car Category: Essential

Work Style: Flexible Office Based Worker

Purpose of role

- To be responsible for the strategic direction, regulatory compliance and delivery of the Council's Housing Revenue Account.
- To have overall responsibility for estate and tenancy management, income collection, property management and maintenance.
- To be the accountable person for building safety and ensure the service meets legislative and statutory requirements.
- To lead and champion the Council's Housing Services, working closely with other Heads of Service to provide joined-up, cohesive Council services.
- To have lead strategic and 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 Housing Strategy, ensuring consultative development and effective implementation.
- To be a member of the Corporate Management team and act as a deputy for the Corporate Director of Transformation, Housing and Resources, being responsible for the service in their absence.





Key Objectives

1	To have lead responsibility for the Council's Housing Revenue Account ensuring statutory and regulatory compliance, ensuring effective implementation of key housing strategies, regeneration projects and reviews and working closely with strategic planning colleagues to ensure alignment.
2	To drive a culture of commercial development, improvement, performance management, innovation and customer service excellence across Housing Services and through its partners, including contributing to the Council's digital strategy.
3	To have lead strategic and operational responsibility for the development, delivery and maintenance of key asset management, housing and regeneration strategies, processes and systems. Leading and advising on the Council's HRA business planning process and delivery, which will include interpreting the future requirements of legislation and regulation.
4	To have lead operational responsibility for developing capital schemes and investment plans relating to the Council's housing stock and corporate and commercial buildings.
5	To have overall responsibility for maximising income, effective tenancy and estate management, homelessness, allocations and lettings services.
6	To lead on the HRA budget setting through service planning, identifying budget pressures and bringing forward proposals for efficiencies and service improvements.
7	To prepare and present reports to Council committees, corporate / service management teams, officer groups and organisations, as appropriate, and provide Member briefings as required





8	To provide visible leadership for staff in conduct and behaviour, promoting a culture of seeking excellence in quality and value for money and valuing equality, diversity and inclusion in all aspects of service delivery.
9	To ensure that the systems, procedures and processes of Housing Services are effective in supporting the delivery of customer focussed and efficient services, and in fulfilling the requirements for financial probity, risk management, corporate governance, compliance and accountability.
10	To lead on 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.
11	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.
12	To organise, direct, control and ensure the performance of Housing Services is aligned to the Council's vision and behaviours as part of everyday business.
13	To serve as a member of the Corporate Management Team, and Corporate Incident Management Team in emergencies and act as a Deputy for the Corporate Director of Transformation, Housing & Resources and be responsible for the service in their absence.
14	To undertake and provide the lead officer role in respect of Housing Services, reporting to the Corporate Director.





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 at least one of the main services within the post holder's remit (Housing or Regulatory Services)	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 the 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 able to demonstrate commercial acumen	X		A, I
	Able to lead and manage large teams, utilising a flexible and resilient approach to workforce planning	X		A, I
	Delivery of results under pressure	X		A, I, T
	Planning for long-term projects & deliverables	X		A, I
Influencing and interpersonal skills	Political sensitivity and ability to establish and maintain collaborative working relationships with customers, businesses, Elected Members, Central Government, public sector agencies, trade unions and the voluntary sector	X		A, I, T
	Professionalism and credibility that establishes and maintains the confidence of Elected Members, local communities, employees and external partners/ stakeholders	X		A, I
PROBLEM-SOLVING Using initiative to overcome problems	Proven success in maximising outcomes and the efficiency of services, ensuring that they are fit for purpose, cost effective and provide value for money	X		A, I
	Demonstrable experience of developing and implementing effective outcome-based solutions to problems	X		A, I
	Ability to work strategically and operationally, to identify a range of appropriate solutions to issues and problems.	X		A, I





Managing risk	Ability to consider and assess risks associated with the services and the Council's wider operations, undertaking risk assessments as required	X		A, I
	Ability to identify mitigating measures that may be implemented to minimise risk	X		A, I
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 Undertakes tasks without supervision	Ability to work independently and take ownership of key responsibilities of the post	X		A, I
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 weekend events	X		A, I
	Full driving licence and access to vehicle (or equivalent mobility)	X		A, Document Checks

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.**

Other information

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

