

Role: Assistant Director of Housing Improvement and Governance

Area: Housing

Reports to: Director of Housing

Responsible for: Head of Delivery & Delivery Team

Resident Involvement Team

Contract Management of Repairs Contact Centre

Contract Management of Complaints and Resolution Team

Contract Management of the Business Improvement Team

Grade: E

**ROLE DESCRIPTION**

Our Housing Service is on an journey of improvement and continues to face major operational challenges, notably its HRA finances, neighbourhood and community services improvement plan, lack of digital interface with residents, and need to invest in its stock. In total, we have a housing stock of 17,000, comprised of approximately 11,500 tenants and 5,500 leaseholders.

We have made changes and major improvements in repairs, contact centre, and complaint management. Our compliance team continues to keep our residents safe with our top 6 areas having a yearly compliance of between 98% and 100%.

This role will act as a strategic lead on:

1. the implementation of key programmes and projects that will underpin the continuous improvement of the Housing Service in support of the Director of Housing, Housing DMT, and the Service Improvement Board and Programme; and
2. a service portfolio of key programmes and projects designed to improve operational management of the Housing Service.
3. Priority projects will evolve across Housing but will include ongoing Housing Revenue Account (HRA) Budget Management and Savings, Service Charge Reviews, and multiyear implementation.
4. Analysing options for service provision and evidencing those that are best value; ensuring continuing systems-thinking type approaches, continuous service improvements, including governance and delivery structures, roles and resources; and advising on effective responses to changes in government legislation, policy; Social Housing Act and external funding opportunities.
5. Develop governance policies across Housing and service delivery for Tenant Satisfaction Measurements, Regulatory Social Housing Inspections, Ministry Housing, Communities and Local Government’s Diagnostic Visits for Homelessness.

**ABOUT THE ROLE**

You will need to:

* Build and maintains effective services, ensuring tenant satisfaction is at the heart of continuous improvement in Housing.
* Develop the full range of managerial and professional skills and knowledge to satisfy the requirements of the post.
* To support the business to deliver the proposed future structure and operating model for housing services to ensure efficiency and contribute towards the overall HRA savings/income target by April 2026.
* HRA Budget Management Work closely with Finance and Economy colleagues to ensure that HRA income, spending and efficiencies is suitably forecasted, and that necessary savings are prioritised and made.
* Ensure alignment to MTFS and support the HRA budget task and finish group.
* Project manage the most substantial lines including service charge equalisation, renegotiated internal charges, and fundamental review of capitalisation.
* Ensure that full briefing and deliverability on service charge equalisation is available.
* Ensure consultancy advice on efficiency opportunities from the savings plan is aligned to the delivery plan of Neighbourhood and Community Services.
* Support and develop partnership working, including acting as an effective ambassador and advocate across the Council and with external organisations.
* Be fully conversant with relevant statutory provisions and take a strategic view of the Council’s constitution, processes, and procedures.
* Ensure timely and relevant advice and information is given to Members generally and build effective working relationships with the Leader and relevant Portfolio Holders.
* Take individual and collective professional responsibility for championing the Council's diversity agenda, proactively implementing initiatives which secure equality of access and outcomes and commit to continually developing personal understanding of diversity.
* To work with the Director of Housing to ensure there is a co-ordinated approach across the housing service to the development and delivery of a 10-year plan.
* Housing repairs complaints management and wider enquiry handling across Housing.
* Risk assessment of new backlog workflow and associated management system.
* To be Housing’s Strategic Lead and champion for high-quality Internal Audits, including planning, coordination, and supporting training for Housing Services.
* Support running of Ombudsman Board and Housing Taskforce.
* Prepare and present briefings for the Director of Housing and Strategic Director and provide support to the office for the day-to-day running of the Department as and when appropriate.
* To lead the service with the inspection regime for the Regulator Social Housing Act.

**ABOUT YOU**

Knowledge & Skills:

* Educated to at least first-degree level or equivalent experience.
* Significant experience leading design and delivery of complex corporate policy that align and support organisational strategy.
* Ideally experience of working with enterprise-level PMO or demonstrable ability to become a leading expert for the Council.
* Expert understanding of the key issues facing local government, the wider public sector and partners and of local, regional and national policy.
* Strong leadership skills and experience of leading multi-disciplinary teams, identifying priorities, objectives, timescales and resources and be responsible for its performance and outputs.
* Demonstrable ability to influence senior stakeholders across a matrixed managed organisation, building strong relationships across organisational boundaries to drive change.
* Driven and self-motivated to complete work to deadlines and independently while also being integral to the team.
* Exemplary written and verbal communication skills, with the ability to analyse information and data to present complex information and recommendations clearly.
* Understanding of established project management lifecycles, methodologies, governance and frameworks. You may have a qualification in recognised methodologies e.g. PRINCE2, MSP, APM, Praxis etc.
* Project, programme and portfolio management experience including reporting on robust governance arrangements, gate processes, risks & issues management and financial information.
* Experienced user of the Microsoft Office suite of tools.

Skills, abilities and behaviours

* A strong and highly motivated leader with energy and credibility who commands the confidence of Members, senior managers, colleagues and partner and stakeholders.
* Ability to lead, coach, inspire and empower others to achieve their personal and organisational goals.
* Ability to build high achieving teams and relationships and achieve results through others.
* Highly developed analytical and interpretation skills enabling judgements on a range of frequently highly complex and often conflicting facts and circumstances.
* Strategic thinker, able to develop strategy and initiate and evaluate changes in policy and procedures.
* Ability to understand the view of service users and to improve their perspective.
* Able to act both corporately and collaboratively.

Personal qualities

* Strong personal commitment to improving local public services.
* A strong commitment to probity, honesty and openness, treating people consistently, fairly and with respect.
* To be persistent, tenacious, highly motivated and not easily discouraged.
* Inclusive and supportive team player.
* Personal authority and stature to lead by example, achieve successful outcomes and able to act firmly and decisively.
* To work in a flexible, adaptable manner and to act with discretion and tact at all levels of contact.

**ABOUT US**

How we act defines who we are. At the heart of our organisation is a common approach to defining ‘who we are’. We are looking for people that can build this into everything they do.



**CORPORATE REQUIREMENTS**

**Civil and Other Emergencies**

To support the Council’s role in planning for and responding to civil and council emergencies using skills/expertise of the post holder and in accordance with council emergency procedures.

To provide emergency contact details for the purposes of emergency and service continuity plans. It is essential that you ensure up to date service continuity plans are in place for all the business units you manage that are reviewed, tested and updated regularly, at least annually.

This should include an assessment of Suppliers’ resilience, as applicable and the critical rating of the service, for various emergencies. The plans should be updated and adapted to enable you to deliver essential services following a business disruption and, where requested, ensure that your service is prepared to respond to the needs of the community following an emergency. Help to keep any corporate registers updated, with the relevant information.

**Digital**

To use the Council’s office-based and mobile IT services for the input, access and transmission of information using the appropriate level of information security and classification through the use of electronic mail, diaries, word-processing, spreadsheets and databases as well as any specific job-related applications as required to carry out the duties of the post.

**Information Management**

To ensure the Council’s data quality and information rights compliance by managing the administration of information, application systems, technology and staff so that the business unit complies with the Council’s Information Management related policies.

To ensure adequate guidance is available to business unit staff through the production and maintenance of documented procedures and processes supported by relevant training.

Promote a culture of openness and ensure all staff are trained and know their data protection and information management responsibilities and obligations.

During audits, to be able to demonstrate compliance with policies by the production of satisfactory supporting evidence.

**Health and Safety**

To be fully familiar with the Council’s Safety Policy and Codes of Practice and guidance relating to their area of work and ensure that all duties and responsibilities are discharged in accordance with them.

To take reasonable care for his/her own health and safety and any other person(s) who may be affected by his/her acts or omissions at work in accordance with Health and Safety legislation.

To co-operate with the Council in so far as it is necessary to enable it to comply with its duties under relevant Health and Safety legislation.

To be responsible for, under the direction of the Director of Housing, and Senior Leadership Team of the Council, the risk assessment of officers’ health and safety within their service area whilst at work and any other person’s health and safety who may be affected by this undertaking for the purpose of identifying the measures they need to take to comply with the requirements and prohibitions imposed upon him/her by or under the relevant statutory provisions, regulations, approved code of practice and guidance.

**Agile workinG**

H&F prides itself on being an agile workforce and promotes flexible working opportunities.

**Safeguarding of Children, Young People and Adults (for all front-line staff in Children’s Services and Adult Social Care)**

To be aware of and work in accordance with the Council’s child and adult protection policies and procedures in order to safeguard and promote the welfare of children and adults and to raise any concerns relating to such procedures which may be noted during the course of duty.

For further information on whether a Standard or Enhanced Disclosure check is required, managers should refer to Disclosure and Barring Scheme guidance

**Equity, Diversity and Inclusion statement**

We’re committed to making Hammersmith & Fulham one of the most inclusive borough’s in the country; a place where everyone feels valued, included and has equitable access to opportunities.

Hammersmith and Fulham is an inclusive employer and welcomes applications from all sections of society and a diverse range of backgrounds. We work to eradicate discrimination based on race, religion, gender, gender identity, sexual orientation, disability, pregnancy and maternity, age and marital status. We also recognise that people can be disadvantaged by their social and economic circumstances, so we will also work to eliminate discrimination caused by social class.

We will be pleased to consider applications from candidates seeking flexible working arrangements.

As users of the disability confident scheme, we guarantee to interview all applicants with visible and invisible disabilities (including neurodiverse) who meet the minimum criteria for the advertised role.