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# Role TITLE: Assistant Director, NEIGHBOURHOODS And

# COMMUNITY SERVICES

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# DEPARTMENT: FINANCE

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# Reports to: director of housing

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# Grade: d

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# Responsible for: Neighbourhood Services

# Sheltered Housing

# Homelessness prevention

# Rough Sleeping and Supported Housing

# Allocation Policy and Lettings

# ESTATE SERVICES

# LEaseHOLDEr SERVICES

# REFUGEE PROGRAMME

# ROLE DESCRIPTION

As a member of the council’s senior management team and part of the Housing Services Management Team, you will contribute proactively to the collective leadership for the council, working collaboratively with Members, services across the council, partners and stakeholders to deliver the council’s objectives and priorities.

To drive positive cultural change in housing, embodying and promoting the values and behaviours of the council and empowering staff to reach their full potential in Neighbourhoods and Community Services and across Housing Services. 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%.

To develop and deliver a performance and development framework that is effective for all staff. To lead on and ensure the effective implementation of corporate initiatives and transformation programmes that cut across the whole or part of the council’s activities.

# ABOUT THE ROLE

You will need to:

* To provide strategic leadership to the Neighbourhoods and Community Services, delivering services to approximately 11,500 tenants and 5,500 leaseholders (we have a housing stock of 17,000), ensuring an excellent quality focused resident centric housing service to all tenants and leaseholders and ensuring residents are at the heart of the service and delivering continuous improvement.
* To have responsibility in improving Neighbourhoods and Community Services and its subsequent strategies and policies ensuring strong, effective partnerships – internally and externally.
* To ensure all staff contribute to the Tenant Satisfaction Measurements and the Regulatory Social Housing Inspections in Housing and support the Housing Ombudsman Action Plan.
* Leading teams delivering Neighbourhood Services; Sheltered Housing; Homelessness Prevention and Assessment; Rough Sleeping Reduction; Supported Housing Commissioning, Allocation Policies and Lettings; Estate Services; Leaseholder Services; Refugee Programme.
* To provide strategic leadership, comprehensive business planning, target setting and performance objectives in Neighbourhoods and Community Services.
* Ensure the service drives value and performance from procurement and contract management, delivering effective financial and budget management across Housing.
* Drive cultural and organisation change to develop a strong distinctive performance culture and commitment to resident satisfaction (tenants and leaseholders).
* Have a thorough understanding of the legislative context relating to the Council’s statutory obligations, including the regulatory framework for social housing, homelessness, health and safety, welfare reform and fire safety.
* To provide appropriate Member briefing and translation of legislation to ensure effective, relevant, and responsive service delivery.
* Providing the Cabinet Member of Housing and Homelessness, Cabinet Members, Director of Housing and the Senior Leadership Team of the Council with the open and timely information that they need to maintain effective oversight of Neighbourhoods and Community Services.
* Lead teams managing, developing, and commissioning homelessness prevention support services, supported housing and temporary accommodation to deliver the Council’s statutory obligations, ensuring health and safety compliance across accommodation services, identifying, managing, and mitigating against risk.
* Represent the Council, in its relationship with commissioned contractors and key stakeholders, including resident representative forums.
* Develop positive relationships with Cabinet Members, Members and other key stakeholder groups, including resident representative forums and groups to ensure they can contribute to service improvements.
* Engender a commercial approach to the Council’s assets and ensure value for money principles are applied to services.
* Coaching and mentoring of staff directly managed, recruiting the right people, review training and nurturing future talent.
* Ensure staff compliance with all key policies, including for example health & safety; data protection; equality and diversity: and value for money.
* Ensure effective Financial Management, cost controls and income maximisation in an ever-changing environment, fluctuating demands and priorities. Ensure resources are well managed and effectively deployed to the best possible effects assuring value for money in all activities.
* Monitor and control the division’s budgets, including staffing budgets, in accordance with financial regulations and standing orders.

# ABOUT YOU

Knowledge & Skills:

* A strategic thinker and inspirational leader with strong influencing skills who can build inclusive and high-performing teams.
* Track record of senior management experience in leading, shaping and delivering a range of housing services to residents.
* Can demonstrate clear leadership in uncertain or ambiguous situations, demonstrates resilience, readily adapts to change, and exhibits personal growth.
* Applies judgement in managing risk, supporting their senior leadership to deliver on commitments to savings.
* Exhibits confidence and leadership, engages emotionally and can show evidence of influencing key stakeholders externally and internally.
* Evidence of building strong and effective relationships based on trust and assurance with political stakeholders and translating political vision into strategic direction.
* Substantial experience of operating at senior level in social housing.
* Can demonstrate experience of service transformation and continuous improvement.
* Pursues creative and new ideas to provide solutions to complex problems.
* Proven ability in providing efficient management of and accountability for staff, including recruitment, development and management of poor performance.
* Educated to degree level or equivalent or evidence of continuing professional development.
* Evidence of coaching, mentoring, and developing colleagues to build the next generation of senior managers.
* Record of identifying efficiency savings through effective financial planning within a constrained environment
* A good grasp of the legal and regulatory framework for social landlords and relevant housing legislation.
* Knowledge of the current strategic and operational landscape and its likely impact upon the design, development and delivery of housing services.
* Strong financial acumen and reasoning, working with large budgets.
* Experienced in managing a range of demanding stakeholder relationships, work neutrally in a demanding political environment.

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 Executive Director, 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.