

Role profile

Job Title:	Assistant Director Housing Asset Management	Grade:	CB2
Department:	Housing Asset Management	Post no.:	
Directorate:	Housing & Environment	Location:	Perceval House, Ealing

Role reports to:	Strategic Director – Housing & Environment
Direct reports:	Senior managers of above services
Indirect reports:	All staff in above services

Job description

Purpose of role

- The role will lead the Council's approach to managing all HRA Housing related assets (over 16,000 properties and other assets), including the production and financial oversight of the annual and 5 year Housing Asset Management Plan based on a thorough understanding of the nature and condition of the Council owned and managed Housing stock to prioritise investment decisions to improve the quality of tenants' homes.
- The key focus of the role will be to ensure all Council homes are safe, warm, and free of damp and mould, through diligent adherence to the legislative and regulatory requirements and demonstrate compliance with the consumer standards, Building Safety and Fire Safety Acts, and all other regulatory standards.
- The role will work closely with the Assistant Director of Housing Landlord Services who will lead on the HRA business planning, inspection readiness and wider workforce to ensure the HRA is joined up and aligned. This will include the monitoring of monthly financials to assess performance against budgets, acting swiftly to address budget variances.
- The role of Assistant Director is to provide exemplary operational leadership and significant knowledge of the above services, motivated by delivering the key outcomes for the borough and its residents and in support of the departmental vision.
- At the same time the Assistant Director will actively contribute to and support the council's wider corporate and political priorities, key outcomes and strategic objectives including our ambitions to create good jobs, tackle the climate crisis, and fight inequality.
- Therefore, the effective and operational leadership and management of our people, partners, and resources to maximise effectiveness, find new ways to

serve residents better, and to support an open, more transparent creative organisational culture is key.

- The Assistant Director will bring innovation and an entrepreneurial perspective that supports the continuous improvement and development of services drawing on best practice, emerging techniques and approaches and supported by effective, professional, and technical networks and relationships.
- Clearly the Assistant Director will have a key role in working alongside the Strategic Director and advising the Council's Chief Executive, Senior Leadership Team, Leader, Portfolio Holders, and Cabinet in all matters relating to service operations for the above services.

Key accountabilities

1. To demonstrate inspirational and visible leadership whilst ensuring the effective management and development, performance, and motivation, of services and employees and nurturing an organisational and departmental culture and behaviours that support of the Council's priorities and values.
2. To champion and drive the Council's and service transformation and change programmes and initiatives through innovation, the reform, modernisation, and continuous review of services. This will include the leading key operational elements of the Council's corporate plan.
3. To lead the delivery of exceptional resident and customer experience of relevant services in collaboration with all council services and fostering a culture of openness and transparency by developing services, technology, and resident satisfaction.
4. To lead the facilitation and collaboration of services in developing initiatives to manage the demand for council services by engaging and enabling residents and communities to become actively involved in improving and managing their neighbourhood and to solve longstanding problems in neighbourhoods.
5. To lead operational business and service planning including long-term policy and service development and continuous service improvement, project delivery with a focus on results and outcomes.
6. To lead the direction of operational delivery and performance of services and the directorate and department with a focus on robust financial management, effective people management and development, project management and service performance supported by proportionate governance arrangements including quality systems and risk management and in accordance with the Council's policies and procedures.
7. To lead the commercial development of services by developing new products and services, leading business, and service development through 'invest to save' opportunities; maximising income generation and grant funding; effective commissioning & procurement; developing alternative delivery models; maximising the use of assets, cross sector, and council collaboration.

8. To lead the financial planning, management and in the context of the council's Medium Term Financial Strategy by developing efficiency and cost saving programmes, delivery of capital and review budget.
9. To develop external partnerships by working with local partners, local authorities West London Alliance, Greater London Authority, London Councils, government agencies and departments and professional and sector bodies to raise the council's profile and assist in the delivery of outcomes.
10. To foster and develop internal cross-council collaboration, working relationships and better-connected services and partnerships, with senior officers, peers and specialist advisors whilst developing exemplary commercial contract partnerships with key contractors to provide seem-less services, drive continuous improvement and promote working as 'one council'.
11. Act as the operational advisor to Cabinet, Strategic Directors and the Senior Leadership Team and deliver corporate, departmental, and service requirements, projects and initiatives as required including deputising for the Strategic Director as required.
12. To seek to influence local policy whilst offering professional expertise, innovation, and insight into service issues.
13. To support the council's Councillors and Cabinet (portfolio) members by providing, professional, objective, and balanced advice and guidance, ensuring the effective implementation of policy decisions, taking delegated decisions within the council's financial regulations, and enabling the effective scrutiny of services and decisions.
14. Ensure effective and proactive communication to, from and within services and in collaboration with the marketing and communications team to commission the development and delivery of an effective media, communication, and marketing in relation to services.
15. To promote equal access to opportunity in service delivery and employment.

Key performance indicators

- Key Performance Indicators and metrics in relation to housing asset management
- Departmental operational business plan targets and performance indicators including indicators relating to financial, employee and customer performance
- Resident and customer satisfaction levels

Key relationships (internal and external)

- Chief Executive, Leader, Cabinet, Elected Members and Senior Leadership colleagues, Ealing Leadership Team
- All senior managers and staff

- External organisations within the borough including Broadway Living and Broadway Living RP, the Regulator of Social Housing and Building Safety Regulator, LFB, HSE and Probation and outside including professional bodies.
- Central Government Departments, London Mayors Office, West London Alliance, GLA, Housing associations and tenancy services and other local authorities
- Suppliers and service delivery partners / Greener Ealing / Broadway Living RP

Authority level

Policy:

- As set out in the Constitution and Scheme of Delegated Powers.
- For policy development and implementation subject to Chief Executive, Strategic Leadership team and Member approval as appropriate.
- For providing professional advice to Chief Executive, corporate board, and cabinet with relevant legal, financial, and other key implications.
- For delivery of goals, objectives, and targets with the Council's Corporate Plan
- To act as the responsible person for Housing Building Safety.

People:

- Staffing of 175fte
- For all aspects of people management including effective recruitment, induction, employee relations, performance management, disciplinary and grievance matters

Financial:

- Annual Capital programme of approx. £45 million
- Revenue budget of £ 35 million

Contractual:

- Major service contracts: Repairs Term Contractor, Planned Cyclical Maintenance Contractors, and Building Safety Contractors.

Person specification

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Essential knowledge, skills and abilities

1. Ability to initiate, develop and implement effective strategies to address complex departmental and operational issues.
2. Proven ability to work across functional, professional, and organisational boundaries including the management and operational leadership of multi-disciplinary teams.
3. A solid understanding of the principles and practice of operational planning and business performance improvement.
4. Credible and visible leadership skills capable of establishing high levels of trust, shared purpose, and motivation among internal and external stakeholders.
5. Ability to influence and persuade, to foster collaboration and achieve results through others.
6. Highly developed analytical skills.
7. Ability to exercise and apply critical judgement to complex and sensitive issues.
8. Excellent communication skills, with the proven ability to present to a diverse range of internal and external audiences using a variety of media and approaches.
9. Experience and knowledge of resource management techniques and the ability to co-ordinate effective and robust budgetary management including forecasting, corrective action, delivering efficiencies, assessment of value for money, and the production of business cases.
10. Personal integrity, determination, energy, and resilience; and
11. Ability to contribute to and maintain a highly supportive and motivational organisational culture of high performance and customer service excellence.

Essential qualification(s) and experience

Essential Experience

- A track record of sustained improvement in relation to the services in an organisation of comparable scope and complexity.
- Experience of working in a political environment, of developing effective and productive working relationships coupled with sound political acumen.
- Experience in leading successful programmes of significant beneficial change.
- Experience of managing team(s) at a senior level, appropriate to the role.

- A track record of delivering service improvements within a large organisation with clear outcomes for residents and communities.
- Proven experience of leading and managing staff including recruitment induction, objective setting, coaching, performance reviews and timely intervention of poor performance.
- Experience of resource management and business analysis skills, including budget management; and
- A proven track record of success in championing equality, diversity and inclusion and furthering equalities objectives.

Essential Qualifications

- Educated to Degree Level or equivalent.
- Evidence of continual professional development Desirable qualifications:
- Leadership/Management Qualification e.g., ILM level 7 in Strategic Leadership Membership of Appropriate Professional Body

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards