

Job Title	Director of Housing		
Pay Grade	D2		
Directorate	Housing & Regeneration	Division	Housing
Reports to	Strategic Director of Housing & Regeneration (Attach a structure chart showing direct reports)		
Structure	Director Of Housing Head of Housing Needs Assistant Director Homes Head of Insight and Housing Strategy Head of Housing Residents First		
Budget (£)	Housing Revenue Account in the order of £32m Housing Revenue Account Capital in the order of £22m		
Role Purpose The Director of Housing as a member of Housing & Regeneration Directorate Management team is responsible for strategic and operational management of all housing services across the council. Focus on allocation of council homes & void management, sustainable housing estates development, HRA, repairs & assets management programme, fire and safety, provision of temporary accommodation, services to alleviate homelessness, private sector standards and influence provision, tenant and leaseholder participation & consultation and estate management. The Director of Housing will provide exemplary strategic leadership across the services and the whole Housing & Regeneration Directorate. Alongside the Leadership team, the Director will lead, motive, and inspire the whole staff body in Communities and promote a cohesive culture and vision.			
Measures of Success This post reports directly to the Strategic Director Housing & Regeneration and will direct and lead the Councils Housing services and the strategic and general management of the following services /priorities on behalf of the council: • Council homes • Property Repair & Maintenance • HRA Business Plan • Housing Needs • Resident services Tenants and leaseholders • Sustainable Housing estates regeneration and development • Affordable Housing programme • Fire safety and building safety compliance programme Pioneer and deliver excellent outcomes through the development and implementation of the following key strategies: • Asset Management strategy			

- Sustainable Housing Strategy
- HRA Business Plan
- Homelessness strategy
- Residents' engagement strategy

Responsible for the effective management of delegated budgets:

- Housing Revenue Account in the order of £32m
- Housing Revenue Account Capital in the order of £22m
- Direct management 4 Head of Service and overall responsibility for circa. 250 employees.

Climate Vision

Harrow is committed to helping staff and residents understand the impact of individual/organisational choices on climate. Contributing to our Interim Climate Strategy is an objective for every employee in terms of measuring success.

Tasks/responsibilities

1. Implement and champion, through service and staff development, the Council's Health and Safety, Equal Opportunity and Information Security Policies.
2. To ensure that the post holder complies with their responsibilities as laid out in the council's health and safety policy and takes an active role in promoting a positive health and safety culture.
3. Promote and ensure participation in the Council's individual performance appraisal and development initiatives and information management best practice.
4. To support the operation and general elections when requested by the returning officer.
5. To motivate, train, develop and performance manage staff to maintain an effective workforce capable of meeting its objectives.
6. To manage the function or team so that the services provided are responsive to customer requirements, accessible to all areas of the community and provide value for money.
7. To develop the structures, systems and policies necessary to support effective service delivery.
8. To formulate annual operational plans and budgets for the function or team so that there are clear priorities and appropriate resources are allocated to their achievement.
9. To resolve the most complex and high-level operational issues so that they are resolved effectively and precedents are set for the resolution of similar issues.
10. To develop or contribute to longer term (2-3 years) plans for the services managed so that they are developed in line with Council and Government priorities and customer requirements.
11. To ensure services link effectively with related service provision, within or external to the Council, so that coherent and value for money services are provided. Where appropriate, and in conjunction with other service providers, to undertake joint planning of service delivery and/or for the closer integration of service provision.
12. Prepare monitor and control the service budget to ensure that expenditure is in line with the agreed business plan.
13. To manage the teams and service provided in a way that promotes the Council's approach to diversity.

Leadership

14. 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.
15. To champion and drive the Council's and service transformation and change programmes and initiatives through innovation, the reform, modernisation, and continuous service review.
16. To lead the delivery of exceptional customer experience and enhance a culture of customer service excellence by developing digital services, exploiting technology, and to drive customer and resident satisfaction.
17. To lead the facilitation and collaboration of services in developing initiatives to manage the demand for council services by building community capacity to tackle, mitigate or prevent social problems.
18. To lead long term strategic business and service planning including long-term policy and strategy development and continuous service improvement, strategic project delivery with a focus on results and outcomes.
19. Deputise for the Corporate Director as required including other areas.

Performance and Resource Management

20. To lead the strategic direction of operational delivery and performance of services 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.
21. 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.
22. Provide effective management arrangements to ensure implementation of the Council's Safety Policy and Safety Management Systems, including any service specific Safety Policy, Codes of Practice and Safe Systems of Work.
23. Participate in effective civil emergency planning, leadership, and management.

Commissioning

24. Maintain and develop effective systems and processes for identifying the needs of the local community and the resources available to deliver agreed outcomes.
25. Ensure services are commissioned to enable achievement of agreed outcomes through effective, efficient, equitable and sustainable service delivery.
26. Ensure service agreements and contract arrangements enable service delivery against agreed outcomes.
27. Ensure monitoring and review arrangements are in place to enable evaluation of service delivery and impact on achieving agreed outcomes.

Partnership

28. To develop external, strategic partnerships with a wide range of bodies, including the private sector, other parts of the public sector, the voluntary sector and community organisations.

29. To foster and develop exemplary internal cross-council collaboration, working relationships and better-connected services, with senior officers, peers and specialists advisors to provide seamless services.
30. Act as the strategic advisor to Cabinet, Corporate Directors and Strategic Leadership Team and deliver corporate, departmental and strategic requirements, projects and initiatives as required including deputising for the Corporate Director as required.
31. 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.
32. Ensure effective and proactive communication to, from and within Services and in collaboration with the communications team to commission the development and delivery of an effective media, communication and marketing strategy.

Equalities

33. To promote equal access to opportunity in service delivery and employment.

Selection Criteria

Qualifications, Knowledge and Experience, Skills and Behaviours

Role requirements	Essential	Desirable
A proven track record and significant demonstrable experience of the strategic leadership, management of housing &/or equivalent services and significant transformation of services and team(s) at a senior level	✓	
Detailed knowledge and understanding of the areas of legislation, government guidelines, regulations, codes of practice, industry standards relating to the functional area	✓	
Knowledge and understanding of leading a complex and interrelated set of services and with a track record of integrating services to deliver better outcomes. Ability to prioritise, make decisions and provide clear leadership for staff	✓	
Knowledge of innovate approaches to engage residents and businesses and a track record in co- designing services with residents and supporting community-led services	✓	
Demonstrates a high level of political acumen and the ability to provide responsive, impartial advice to councillors, Scrutiny Committees & panels, Cabinet (Portfolio) members, MPs	✓	
Ability to think, plan and act strategically and corporately, with a creative approach to problem solving and delivering in testing circumstances with competing priorities alongside sound operational experience	✓	
Demonstrated experience in delivering efficiency and value for money and sound financial management including HRA	✓	

Proven track record of creating and sustaining effective strategic partnerships, enable collaborative working across boundaries and empower others to achieve outstanding results	✓	
Display exceptional communication and presentation skills with the ability to communicate successfully at all levels & varied audiences	✓	
Ability to exercise prudent judgment within constrained timescales and resources in the light of competing pressures	✓	
Enthusiastic, determined, robust and resilient enough to cope with the demands of the role	✓	
Passionate about equality, diversity and inclusion both in the workplace and in service delivery and can evidence and track record of delivery	✓	
Educated to degree level of equivalent or has the equivalent relevant work experience	✓	
Other Requirements		
Able to work flexibly in response to the service needs of a 24/7 local council business and participate in Duty standby rotas as required.		
Management Competencies <i>These competencies are relevant to all roles with responsibility for managing staff.</i>		
• Resident Focus • Works in partnership • Political understanding • Managing Performance and Delivering Results • Communicating with Impact • Financial Grip and Business Focus • Data-Driven Decision Making • Nurturing Talent and Building Careers • Corporate Awareness		

Manager Signature	Employee Signature
Job Title	Job Title
Date	Date