

	<b>Job Title</b>	Director, Housing Services
	<b>Directorate</b>	Partnerships, Housing and Residents Services
	<b>Department</b>	Housing Services
	<b>Grade</b>	Hay 3
	<b>Reports to</b>	Corporate Director, Partnerships, Housing and Residents Services
	<b>Staffing Responsibility</b>	Line management of Heads of Service

**Job Purpose:**

1. Lead a portfolio of services in line with departmental and corporate aims and priorities, building a high performing, innovative, customer focused culture that embraces change.
2. As a member of the Departmental Management Team work collegiately to formulate the strategic direction, policy, planning and delivery of services.
3. Support the Corporate Director in securing the continuous development, improvement, efficiency and success of the department.
4. Contribute to the wider development and delivery of cross-Council strategic initiatives and priorities.

**Dimensions:**

Responsibility for managing the Housing budgets, totaling approximately £70m and a staff complement of 350.

## **Principal Accountabilities:**

1. Work collegiately with colleagues on the Senior Leadership Team (SLT) and make a proactive contribution delivering departmental and corporate objectives.
2. Lead and manage a portfolio of customer focused services in alignment with both corporate and departmental aims and priorities.
3. Provide leadership and management to achieve high performance and effective operational delivery; which will include managing the effective use of resources and staff.
4. Work closely with the Corporate Director, Resident Services to support effective working relationships with relevant portfolio holders.
5. Support and develop partnership working, including acting as an effective ambassador and advocate with external organisations.
6. Lead a portfolio of services in alignment with corporate and departmental aims and priorities, including:
  - the development and delivery of innovative new models for commissioning and service delivery.
  - setting and monitoring clear and ambitious performance requirements.
  - robust financial management to ensure value for money.
  - creating an environment which fosters innovation and continuous improvement in service commissioning and delivery.
7. Lead, develop and promote effective partnerships with other statutory organisations, the private sector and the voluntary sector in the commissioning and delivery of services.
8. Translate strategy into ambitious and achievable service plans, within available resources and with clearly defined targets and outcomes.
9. Ensure the Corporate Director, Lead Members and the Corporate Management Team are briefed and kept up to date on those aspects of the Housing agenda for which the post holder has lead responsibility, including highly sensitive matters likely to have a major impact on the Council.
10. Provide clear, balanced and accurate advice and guidance to the Corporate Director and Lead Member on the strategic service issues and challenges facing the department.
11. Responsible for planning, controlling and deploying financial, staffing and physical resources to best effect to deliver agreed service priorities.
12. Provide leadership to the front-line upwards gaining ownership of and commitment to the Council's overall aims and values.
13. Act as an effective ambassador and advocate with external organisations.
14. Deputise for the Corporate Director, Resident Services as required.
15. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well being of children and vulnerable adults.
16. Carry out duties with due regard to the council's customer care; equal opportunities; information governance, data protection, health and safety and emergency planning & awareness (including to provide assistance where available) policies and procedures.
17. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.
18. Undertake any other duties commensurate with the general level of responsibility of this post.

**Portfolio Responsibilities:**

1. Create and lead an integrated housing service and its strategic policies and programmes.
2. Lead the Council's Housing Management Service
3. Lead the Council's long term housing asset management strategy.
4. Lead the Private Housing Service.
5. Ensure all regulatory requirements and targets are met.
6. Ensure the Council plays a leadership role in relation to partnership work with relevant housing organisations, including housing associations / registered providers, job centre plus, and the voluntary / community sector.
7. Lead responsibility for the development of a full range of high performing, community focused and cost effective services.
8. Ultimately responsible for the development of an integrated housing function for the council and development of a housing strategy for the borough.
9. Lead responsibility for identification of new opportunities for collaboration and shared services with other London Boroughs and/or extended organisations.
10. Establish and maintain above London average performance against relevant benchmarks for Brent's housing services.

**Job Context:**

- Wide range of internal and external contacts including directors, senior managers, elected members, professional bodies, partner organisations and government functions involving the use of a wide range of interpersonal skills.
- Partner other local authorities, public sector organisations and agencies, local businesses, the voluntary sector and other stakeholders.
- Developing partnership working with key external stakeholders across the public, private and voluntary sectors.
- Management and leadership of a high-performance team.
- Lead role in the development of the council's services in this area.
- Operates within a framework set by Corporate and Departmental Management teams but with considerable freedom to shape services.
- Leads on policy and development and ensures implementation of new legislative requirements.
- Ensures high professional standards.

<b>DBS Status</b>	Standard
<b>Politically Restricted</b>	Yes

## Person Specification

### **Job Knowledge, Skills & Experience:**

*Specify the qualifications, experience, skills and abilities required.*

***All criteria are essential***

### **Knowledge and Qualifications:**

- Degree or equivalent or extensive experience of housing services.
- Relevant Housing qualification or a commitment to obtain it.
- Commitment to taking responsibility for own professional learning and development.

### **Experience:**

A track record of achievement at a senior leadership level in a large scale, highly diverse customer centric, organisation including:

- Proven track record of achieving and managing cultural and organisational change and of leading improvement across housing services.
- Developing and delivering large scale projects and programmes.
- A record of innovative achievements in joint working with partners and stakeholders.
- Experience of contributing as part of a senior management team through effective business planning, budget management and performance appraisal.
- Substantial experience of partnership working, commanding confidence, and building positive working relationships in support of key objectives.
- Experience of working with politicians or at board level.

### **Skills and Abilities:**

- Strong Leadership and management skills including people, performance and budget management.
- Communication, negotiating and influencing skills.
- Work collaboratively corporately and departmentally creating a strong team spirit.
- Strong role model who demonstrates a personal commitment to high standards of public service, honesty and integrity and professionalism.
- Develop and maintain effective partnership arrangements both internal and external to the organisation.
- Identify opportunities through multi-agency working that deliver improvements.
- Exceptional leadership ability to develop and deliver a clear sense of service direction and purpose.
- Excellent judgement and demonstrable track record of senior management decision making.
- High level planning and management skills ensuring excellent service delivery.

- Think and act strategically, analyse complex evidence and develop practical, innovative, and entrepreneurial solutions to the management of strategic issues and complex problems.
- Organisational skills to translate strategy into plans and deliver high performing services, managing risks and overcoming barriers to success.
- Communication and influencing skills to inform, consult and negotiate with a wide range of audiences in a straightforward, articulate, and persuasive manner and the Interpersonal ability to engender confidence and respect.