



HILLINGDON

LONDON

Job Profile

JOB TITLE:	Director of Housing
GRADE:	Exec 1
POST NO:	29059
JOB TIER:	Director
DBS CHECK:	Standard
DIRECTORATE:	Homes & Communities
STATUTORY FUNCTIONS:	Yes

REPORTING STRUCTURE

Reports to:	Corporate Director, Homes & Communities
Direct Reports:	3-5
Indirect Reports:	50+

ROLE PURPOSE:

The Director will be responsible for leading the council's housing options and homeless prevention strategy and HRA business plan and operations, as a member of the wider leadership team of the council, to put our residents first. The post holder will be responsible for setting a vision for the service and ensuring the delivery of all housing functions in addition to having a particular focus on areas including:

- Leading the housing commissioning strategy for the council and the HRA business plan, developing strategies for managing the demand for both social housing and private sector rented housing, overseeing the housing supply pipeline, and working closely with corporate colleagues in Social Care, Operational Assets and Fraud etc. to implement these plans.

- Working closely with the wider leadership team of the council to deliver council wide priorities e.g. Climate Action Plan.
- Ensuring fire safety legislation and guidance is fully implemented in relation to high-rise accommodation, working closely with colleagues across the council and with partner agencies.
- Overseeing tenant/leaseholder engagement to ensure a robust process is in place and that this includes a clear fire safety element which links into all legislative and statutory requirements and guidance.
- Developing and maintaining links with central government and the GLA on future policy development and funding opportunities focused on housing related matters, e.g. rough sleepers
- Undertaking 'horizon scanning' to seek out emerging practices, innovation and the latest thinking across all sectors within the directorate, in addition to keeping up to date with all legislative and industry led developments.

LEADERSHIP OF THE DESIGNATED SERVICES:

Responsible for ensuring the vision and direction of the Directorate is delivered, along with the strategic and corporate goals for the following services:

- Housing Needs and Homeless Prevention, to include:
 - Housing register
 - Homeless and rough sleeping prevention
 - Social housing allocations policy
 - Housing new supply
 - Move-on, resettlement and tenancy sustainment
- Homes and Neighbourhoods / tenancy management
 - Regulatory compliance
 - HRA business plan
 - Tenant and leaseholder engagement
 - Rent collection
 - Relocations
 - Void management
 - RTB/home ownership
- Housing Strategy and Commissioning, to include:
 - Housing strategy
 - Policy development
 - New funding/grant applications and monitoring
 - Community development

A. Job Description

1. Leadership & People Management

- Leadership of all services within portfolio - provide inspiring and compelling leadership by expressing vision and direction.
- Responsible for ensuring the selection, development and performance of employees and workers in line with the Council's HR policies.
- Ensure all employees receive the appropriate level of leadership and communication to maintain understanding of and engagement with the Council's ethos and activities.
- Inspire, motivate and develop the Council's workforce to have a real sense of ownership of the Council's aims and objectives; leading to a demonstrable commitment to, and sense of identity with, Hillingdon residents whilst having a feeling of pride in working for the London Borough of Hillingdon.
- Promote and develop a positive image of the Council and of the Borough, both as an attractive partner and as a place within which to live and work.

2. Accountability

- Demonstrate accountability for the performance of the designated services and fulfil the assigned targets in the Council Plan. Achieve high ratings of resident satisfaction.
- Encourage a directorate-wide ethos of accountability through:
 - Ensuring effective and appropriate allocation of responsibilities and accountabilities from senior manager level and throughout the workforce.
 - Hold service managers to account for positive results in relation to allocated accountabilities and targets.

3. Community Engagement

- By example, guidance and direction, ensure that the organisation is responsive to the needs of the people of Hillingdon and that they feel a real sense of participation and involvement.

4. Service Delivery

- Ensure consistent delivery of high quality, value for money services to the residents and businesses in Hillingdon through:
 - Establish and maintain an ethos of quality and service through example and direction, ensuring services deliver the expectations of the Senior Management Team.
 - Support corporate initiatives to enhance the quality and consistency of delivery of services

5. Service Planning & Development

- Ensure annual Directorate / Service Plans aligned to the Council's strategy, are developed, communicated to employees and delivered.
- Ensure Service Level Agreements (SLA's) where in place are delivered, in line with performance and response levels, together with the escalation process if SLA's are not met.
- Ensure workforce planning is undertaken in all departments and services; including succession planning for all key roles.

6. Finance & Resource Management

- Responsible for ensuring the effective leadership and management of all allocated budgets.
- Responsible for ensuring all purchasing and procurement is conducted in line within Council procedures with appropriate use of the Council's financial systems.
- Responsible for ensuring that all workforce expenditure is compliant with Council procedures and that temporary resource is purchased through the Council's agency contracts.

7. Continuous Improvement

- Support the Corporate Director in the ongoing evolution and development of the Council to meet internal and external requirements for change.
- Be the agent for change and innovation across your services.
- Ensure continuous monitoring of Service and individual performance and productivity to ensure the delivery of any Service Level Agreements (SLA's) are maximised.

- Lead on the implementation of improvement initiatives and change programmes using the Council's Project Management and Service Improvement methodologies.
- Build and sustain a performance improvement culture across LBH and:
 - Ensure support and resources to deliver improvement programmes.
 - Ensure protocols are met which facilitate consistent interactions and build strong working relationships across the Directorates and between the Council and Members.
 - Ensure that individuals can link their decisions and actions with the consequential effect on performance of themselves, their colleagues and the council as a whole.

8. Compliance

- Ensure legal, regulatory and policy compliance under GDPR and Health and Safety in your service areas, identifying risks and managing/escalating these as appropriate.

9. Partnerships

- Take responsibility for the council's commitment to working in partnership with stakeholders with the aim of maximising positive and sustainable investment in the Borough.
- Develop and sustain working relationships with private and public sector partners at the highest level.
- Secure the development of the voluntary sector in Hillingdon by leading and supporting partnerships.

10. Contacts

- Develop and maintain effective channels of communication at all levels including:
 - Leader & Cabinet
 - Other Elected Members
 - All officers within the Council
 - Residents (tenants and leaseholders) residents, other service users and their representative bodies
 - Hillingdon partners – public and private sector
 - Other London Boroughs and Local Authorities

- Contribute to a range of interagency, regional, and national strategic forums and review service delivery approaches and practice to effectively meet needs as defined above.

11. Miscellaneous

- Participate in the out of hours emergency rota (Gold, Silver) as required
- Complete other reasonable tasks to fulfil role purpose or as required by the Corporate Director or Chief Executive.

12. Key Performance Indicators

- Deliver against any agreed Service plans for own portfolio of services.
- Deliver against allocated budgets and MTFS efficiency targets.
- Deliver against own performance objectives agreed with Corporate Director.

B. Person Specification

Director of Housing

This person specification will be used for recruitment to this post the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
	✓	✓
Degree in a relevant subject or equivalent experience	✓	
Management and Leadership qualification	✓	
Evidence of continuous professional development	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
	✓	✓
Membership of relevant professional body/institution in at least one of the service areas to be managed.		✓
Comprehensive knowledge of statutory and regulatory requirements relating to all aspects of housing and tenancy management.	✓	
Awareness of strategic issues and challenges relating to housing, homelessness, the Housing Revenue Account and tenancy management nationally, regionally and locally.	✓	
Track record of successfully producing or delivering large scale housing strategies including social housing and homelessness prevention.	✓	
Contribution to and participation in out of hours and emergency response rotas for the Council, as required.	✓	
3. EXPERIENCE	ESSENTIAL	DESIRABLE
	✓	✓
Experience of successfully leading and managing services at a senior level in a large complex organisation	✓	
Experience of leading and managing change in a large complex organisation	✓	
Experience of successfully managing complex budgets for large, diverse business units	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
	✓	✓
Ability to lead and manage diverse services in a period of rapid change	✓	
Ability to be highly innovative in identifying opportunities for change	✓	
Ability to understand and effectively work within the Council's constitution	✓	
Ability to communicate effectively with a wide range of internal and external audiences with a particular focus on tenant/leaseholder engagement and the ability to persuade and influence others to deliver the Council's objectives	✓	
Ability to work effectively with a diverse range of partners to deliver successful shared outcomes for residents	✓	
Ability to establish credibility with a range of internal and external stakeholders including the Leader and Cabinet, other Elected Members, senior officers in partner organisations, residents and external businesses	✓	
Understanding of the Equality duty as it relates to local government in both employment and service delivery within a large complex organisation	✓	

5. COMPETENCIES	ESSENTIAL	DESIRABLE
Passion to make a difference: Strives to improve outcomes for customers, identifying efficiencies and smarter ways of working, and encouraging creative input from others- so that solutions developed are practical, fit for purpose and implemented appropriately.	✓	
“Can do” positive attitude: Identifies opportunities for organisational change, taking into account the wider impacts of change; ensuring the needs of stakeholders and customers are considered and acts as a positive role model for new initiatives.	✓	
Leads and inspires others: Values the contribution of others and fosters a culture of respect, encourages constructive, open feedback and innovative thinking.	✓	
Credibility: Gives clear and consistent direction on business strategies and objectives, involving others whilst retaining corporate accountability.	✓	
Drives improvement: Examines and considers risk, balancing risks against improvements, and ensures improvement plans are appropriately resourced and supported.	✓	
Strategic thinker: Understand and examine the wider public sector business environment, contributing to new business strategies and identifying and managing risk.	✓	
Decision maker: Willing to make difficult decisions and remain accountable for those decisions and takes personal responsibility for communicating these.	✓	
Team Player & Networker: Facilitates effective team, customer and stakeholder relationships to achieve organisational objectives. Works and liaises with other senior management teams across departments and wider public sector.	✓	
Management: Ensures effective business delivery through influencing and motivating others, providing direction, promoting a culture of high performance and an environment of dignity and respect.	✓	
Communication: Uses tact and persuasion to influence others, confidently, clearly and consistently delivering key messages to teams and external stakeholders.	✓	