

Head of Housing – the Role!

As the new Head of Housing, you will be responsible for the leadership and development of housing services on behalf of the Council, ensuring a high-performing, accessible and value-for-money service.

You will need to keep all the plates spinning whilst playing a key leadership role in strategic management and operational performance, ensuring full engagement with residents and compliance with relevant regulations and legislation.

Job Description

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| Post Title: | Head of Housing |
| Reporting to: | Strategic Director (Finance and Housing) |
| Grade: | C |
| Salary: | £72,507 – £82,049 |
| Cash for Car: | £8,846 |
| Hours: | 37 per week |
| Location: | Dover Main Offices / Hybrid |
| Office work: | 3-4 days per week |

Job Purpose

- Provide strategic direction and leadership for the delivery of the Council's Housing Service, delivering exceptional and excellent services in compliance with relevant regulations and legislation.
- Has responsibility for a portfolio of services, and effectively manages and supports Service Managers, Team Leaders and service delivery teams in effectively providing a housing service for the Council.
- Provide leadership, vision and strategic direction and by working with colleagues, elected members, the community and external stakeholders as appropriate, ensure the effective and efficient management of all of the Council's activities and responsibilities pertaining to their area of responsibility.
- Contributes to the development of and supports the implementation of the Council's corporate objectives and priorities.

Responsibilities

1. As a member of the Council's corporate senior management, to:
 - a. Contribute to the development of and delivery of a strategic approach supporting the Council's Corporate Plan, Strategic Policies, Medium Term Financial Plan and the Budget
 - b. Provide corporate leadership through working effectively with Members, the Chief Executive, Management Team and colleagues.
 - c. When required, provide accurate, concise and understandable advice and information to the Chief Executive, Strategic Directors, Leader, Cabinet,

Council and its committees, elected members and the Authority as a whole, on matters pertaining to their service areas.

- d. Adhere to the Council's Code of Conduct which requires all staff to be politically neutral in respect of their employment duties.
 - e. Promote new ways of working that support the Council's commitment to continuous improvement and modernisation.
 - f. Through effective leadership ensure that agreed objectives and performance targets are achieved and adhere to the Council's governance arrangements
 - g. Ensure your Service Managers, Team Leaders and their staff are provided with the opportunity to develop to their full potential and that their contribution to the organisation is recognised.
 - h. Contribute, individually and collectively, to identify and improve efficiencies across the Council.
 - i. Support the decision-making process to assist the implementation of the modernising agenda and contribute to the Council's plans and processes for implementing and bedding in cultural change and organisational development.
2. Hold strategic responsibility for the Councils housing functions, including the provision of the following portfolio of services,
- a. Housing Management Service;
 - b. Housing Options;
 - c. Overall responsibility for the DDC housing stock
 - d. Lead officer with responsibility for compliance with the Social Housing Regulator Consumer Standards
3. Provide management responsibility for their Service Managers and Team Leaders and the delivery of services within their area of control.
4. Proactively manage and challenge their service budgets, to include preparation, monitoring and reporting and the maintenance of robust budgetary controls.
5. Communicate Council objectives and where appropriate develop collaborative working relationships and partnerships with the community and external partners to ensure efficiency and effectiveness of service delivery in their areas of responsibility.
6. Ensure that the Council is compliant with the laws and regulations in undertaking its service.
7. Support the peacetime emergency provision for their service areas in accordance with the council's emergency plan and business continuity arrangements.
8. Comply with and implement the Council's Equality and Health & Safety policies and associated responsibilities.

9. Responsible for staff management including;
 - a. Motivation
 - b. Training
 - c. Recruitment & selection
 - d. Performance & competency assessment
 - e. Capability management

10. Any other reasonable duties that may be required from time to time.

Constitutional Impacts

This post has been classed as a politically restricted specified post:

- Holders of politically restricted posts may not stand for election as Members of Parliament, the European Parliament, or of Local Authorities; however, membership of Parish Councils is not affected;
- It also places restrictions on political activity which prevents the post holder from canvassing on behalf of a political party or a person, participating in political activities, publicly expressing support for a political party and speaking or publishing any work that could give the impression that they are advocating support for a political party

Person Specification - (it is essential that all applicants have the following skills)

Technical

- Considerable experience and understanding of managing social housing and/or strategic and statutory housing provision.
- Experience in interpreting complex legislation, statutory/regulatory guidance, and the ability to put it into practice.
- Able to cope well under pressure and in high-profile situations.
- Ability to lead, manage and motivate staff.
- Positive attitude to change and ability to implement new opportunities.
- Ability to write well-constructed reports in a concise clear manner either orally or in writing.
- Represent the council in writing and in meetings with a range of people and organisations including, but not limited to, tenants and tenant organisations, other local authorities, government departments and agencies, RSLs, regulators and other stakeholders.

Professional

- Comprehensive knowledge of local government procedures and leadership skills to ensure all aspects of the service area are delivered efficiently and effectively.
- Experience of working with elected members and the public and dealing effectively and positively with enquiries from a range of people.
- Experience in leading a team, to ensure all aspects of the work are delivered efficiently and effectively.

Knowledge

- Qualified to degree level or equivalent (desirable).

- Possession of a level five Diploma in Housing (desirable) or eligible and willing to complete a level five Diploma in Housing (essential)

Competencies

Communication

- Listens to others.
- Is approachable.
- Appreciates the views of others.
- Communicates information in a way that is understood.
- Adopts an open-door approach.

Managing/Accepting Change

- Participates in planning the implementation of change initiatives in the team.
- Suggests potential improvements in work practices.
- Reacts positively and flexibly to change.
- Explains reasons for change to internal and external customers.
- Encourages ideas for change from the team.

Teamwork and Recognition

- Is focused on the achievement of team objectives.
- Respects different views, values, and opinions
- Participates as a team player.
- Solicits input from other team members.
- Encourages and supports other team members.
- Takes action to build team spirit and effectiveness.
- Leads team effectively.

Managing Performance

- Recognises and 'rewards' areas of good performance.
- Identifies areas of poor performance at an early stage and holds prompt performance reviews.
- Sets clear and realistic expectations for improvement.
- Holds regular review meetings.
- Ensures appropriate guidance and support is provided.
- Takes responsibility for managing own performance.

Motivating and Developing People

- Ensuring that all reports have access to at least two PPR meetings per year.
- Positive participation in 1-to-1s and team meetings
- Provides support or direction.
- Accurately assesses the development needs of self and others.
- Use the 'Coach' approach as the first choice.
- Encourages others to own personal development.
- Provides regular constructive feedback.

- Has a clear vision for the team.

Continuous Improvement

- Takes an active interest in the Council to better inform decisions.
- Actively keeps themselves up to date of relevant changes within the Council.
- Deals well with unpredictable problems.
- Demonstrate a willingness to take on issues that do not fall within their remit.
- Pro-actively provide information to other departments that affect them.
- Develops relationships throughout the Council to improve and share learning.

Customer Focus

- Communicates a positive and genuine interest in their role and the Council in their interactions with others.
- Treats customers with respect and sensitivity at all times.
- Understands the diverse needs of the Council and endeavours to tailor the services to meet those needs.
- Deliver what is promised and be accountable.
- Ability to flex style to meet customer requirements.

How to apply.

Please send an expression of interest, no more than 2 sides of A4, explaining how you meet the requirements of the role and what you will bring to the role.

Please email to [REDACTED] Head of HR, Payroll and Communication by close of business on 8th September 2023. If successful in the shortlisting, you will be advised of the next stage of the recruitment process.

For an information discussion about the role, please contact [REDACTED] Head of Housing.