

North Northamptonshire Council – Job Description

Assistant Director: Housing

Service Area: Adults and Housing

Reports to: Executive Director of Adults & Housing

Salary scale: £85,478 - £95,939
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Role Purpose

The post holder will lead the housing services for North Northamptonshire Council, delivering responsive and effective services to our customers. This includes the delivery of statutory functions related to housing and safeguarding. The role will include developing a regional and national presence working with other social housing providers to shape and inform national housing policy.

- Responsible for the strategic leadership, development, management and delivery of the Council’s housing services to ensure that they meet the current and future needs of local communities and provide an excellent quality customer focused housing service to all tenants.
- Have overall responsibility for housing strategy and ensuring that strong, effective partnerships are developed and maintained - internally and externally for the council to deliver its corporate and wider strategic area priorities.
- Provide strategic direction and leadership for the delivery of Housing Services, housing management, repairs and maintenance of the Council housing stock and the Councils responsibilities as a landlord. Delivering exceptional and excellent services in compliance with relevant regulation and legislation.
- Manage resources efficiently and effectively, ensuring there are sufficient financial, human and other resources available to deliver effective services.
- Manage the Housing Revenue Account and Business Plan, working with finance.
- Work in collaboration with colleagues in Property, Investment and Contract Management to ensure effective plans are in place for the maintenance of housing stock.

- Represent the interests of the council with partner agencies and private developers to maximise opportunities to work collaboratively to deliver housing provision and community-based infrastructure to meet the future needs of residents and communities.
 - Responsible for ensuring that the council exploits the opportunities available from national schemes and initiatives for housing and regeneration to meet the current and future needs of local communities.
 - Develop and embed a performance culture that delivers results through continual improvement and ensure that resources are targeted on business priorities and meeting customer needs.
 - Take a proactive approach to risk management and business continuity planning on areas of accountability.
 - Responsible for leading and managing the smooth and effective transition and transformation of operational or support services from previous councils' models into the new North Northamptonshire Council model.
 - Responsible for embedding an outcome-based customer focused culture.
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Key Relationships

Externally: Wide network of contacts from within the public and private sectors at national and local level including stakeholders, local partnerships, regeneration organisations, contracted organisations, government departments and business organisations, including council-owned companies/enterprises.

Internally: Chief Executive, Elected Members, Directors, Assistant Directors, and managers and teams from across the council.

Key Accountabilities & Responsibilities

- Lead the housing management services to ensure that responsive and effective services are delivered to our customers.
- Lead teams delivering and implementing the housing strategy including:
 - Homelessness Prevention and Assessment, rough sleeping reduction,
 - Supported Housing Commissioning,
 - Allocation Policies and Lettings,
 - Neighbourhood Services,
 - Sheltered Services,
 - Delivery of affordable housing including development of new council housing stock
 - Financial Inclusion, providing strategic leadership, comprehensive business planning, target setting and performance objectives.
- Ensure that the service drives value and performance from procurement, contract monitoring and management, delivering effective financial and budget management. -

- Develop a regional and national presence working with other social housing providers to collaborate on areas of mutual interest and to shape and inform national housing policy.
- Lead on working with Department of Levelling Up Housing and Communities, Home Office and other government departments on relevant areas, as well as acting as the landlord for the council's housing stock.
 - Responsible for the council's response to national, regional programmes and initiatives in relation housing provision and homelessness prevention, including relocation and resettlement of refugees.
 - Responsible for leading the transformation of services within Housing.
- Accountable for the delivery of the Corporate Plan and Vision of the Authority as directed by CLT and elected members.
- Accountable for the management of budgets and delivery of the MTFP within area of responsibility.
- Accountable for the management and use of all other resources within area of responsibility.
- Accountable for effectively managing and implementing significant change, transformation and improvements to services as directed by CLT and elected members.
- Accountable for the strategic leadership and management of all employees up to and including professional officers.
- Accountable for any other corporate duties as reasonably required, including but not limited to: Briefing members, attending committee meetings; compliance with all statutory requirements and contributing to employee relation matters as defined by policy across the Authority.
 - Accountable for the housing service to ensure that it delivers high quality, innovative, people-focused and value for money services.

Behaviour's Framework

Must be able to:

- Engage with all stakeholders and take responsibility for driving forward and implementing corporate and service improvements.
- Lead from the front to inspire and give confidence to both colleagues and customers, create innovation and empower teams.
- Effectively negotiate and influence to achieve the corporate vision.
- Maximise relationships across the team, service and organisational boundaries to achieve desired results.
- Strong management and staff development skills and the ability to create a strong team ethos.

- Keep up to date with new developments within area of strategic leadership to enhance personal effectiveness.
- Communicate effectively with both individuals and groups of all sizes at all levels, internal and external to the Authority.
- Promote equal opportunities within all aspects of service delivery and employee relations.

Further Information

Management reserves the right to assign and/or vary operational responsibilities, within this level of responsibility, to meet operational requirements. The grade reflects the requirement to attend meetings outside of normal working hours.

Assistant Director - Housing

Person Specification

Education/Training
<ul style="list-style-type: none"> • Degree or relevant management qualification, or similar or qualified by experience. • Professional housing qualification e.g. Chartered Institute of Housing (CIH) Level 5/ Chartered Level.
Leadership Experience
<ul style="list-style-type: none"> • Experience in a senior management role with extensive experience ideally in a multi-disciplinary housing environment either in the social or private housing sector. • A proven, consistent and demonstrable track record of performing at a senior management level and in leading, shaping and delivering a range of housing services to residents. • A demonstrable track record of leading, motivating and managing teams to achieve high performing and significant, sustainable service improvements and outstanding results, through internal and external partnerships. • Experience of developing and sustaining a culture that meets the needs of and engages with customers and staff within a safe, open and high-performing working environment. • Evidence of establishing a performance management culture to drive continuous improvement, including service planning, target setting, performance appraisal and the management of staff groups. • A track record of working in and forging successful partnerships with a wide range of internal and external bodies including governmental and non-governmental organisations, the private and voluntary sectors.

- A proven track record of working effectively within a political environment, providing clear, balanced advice and guidance on strategic and operational issues that achieve service objectives.
- A proven track record of applying commercial judgement in making decisions that will deliver cost-effective and efficient results.
- A proven track record of managing key transformation and change within complex services or areas.

Skills/Abilities

- Ability to manage strategic and operational housing activities including the ability to review services, a track record of service improvement using an evidenced based approach, extensive knowledge of housing policy and legislation, ability to build and develop effective relationships, as well as managing complex budgets.
- Have a thorough understanding of the legislative context relating to the Council's statutory obligations, including the regulatory framework for social housing, homelessness, health and safety, welfare reform and fire safety, to provide appropriate Member briefing and translation of legislation to ensure effective, relevant and responsive service delivery. Providing Members and the Executive with the open and timely information that they need to maintain effective oversight of housing.
- Ability to lead teams managing, developing and commissioning homelessness prevention support services, supported housing and temporary accommodation to deliver the Council's statutory obligations, ensuring health and safety compliance across accommodation services, identifying, managing and mitigating against risk.
- Demonstrate a proven ability to motivate, develop teams, individual and self to enhance performance and service standards.
- Effective negotiating and influencing skills.
- Ability to build effective business Partnership, both internally and externally.
- Understanding of customer focussed services.
- Demonstrate leadership skills in managing significant change and improvement in service delivery.
- Demonstrate excellent communication skills (verbal and written) and be able to present complex issues to a range of audiences.
- Demonstrate ability to work well under pressure, achieving deadlines.
- Demonstrate ability to initiate solutions to complex issues.
- Demonstrate commitment to performance management.

Key competencies, behaviours and approach

- Prepared to quickly and flexibly react to the needs of the council, its customers and partners.
- Excellent leadership and management skills, at a strategic and operational level and including the ability to delegate appropriately.
- Strong interpersonal skills and the ability to influence and persuade.
- Strong personal commitment to the delivery of first-class services.
- High level communication, networking and ambassadorial skills.
- Business acumen.
- Vision and creativity.
- Ambitious, energetic and highly motivated.
- Visible, approachable and accessible; resilient, determined and confident.
- Awareness of own strengths and weaknesses and commitment to addressing areas requiring development.