

JOB DESCRIPTION

Directorate:	Chief Executive
Division:	Housing
Post No & Job Title:	H131 - Housing Services and Strategy Manager
Grade:	Grade 12
Responsible to:	H2 – Head of Housing
Responsible for:	H13 – Engagement Manager H39 – Leasehold and Performance Manager H134 – Housing Strategy Officer H154 – Housing Systems Administrator
Main purpose of the job :	<p>To lead the section to ensure positive outcomes for tenants and leaseholders through efficient and effective services.</p> <p>To develop and implement new policies and strategies to improve services and ensure compliancy with legislation and the regulatory framework.</p> <p>To work with registered providers and other authorities to develop partnership working and increase the affordable housing available in the borough.</p>

Main Duties and Responsibilities:

Strategic Management and Leadership

1. Responsibility for the provision of the following areas of the Housing Service:
 - Right to Buy
 - Leaseholder Services
 - Resident Involvement and Engagement
 - Mediation Service
 - Independent Living Activities
 - Housing Systems Administration
 - Strategy and Policy Development
 - Performance Management
 - Research and Business Improvement
 - Strategic Housing, including liaison with planning and registered providers
2. Provide effective strategic leadership for the Housing Services and Strategy section, implementing policies, strategies and plans, including the Housing Strategy and the key aims and priorities of the Corporate Plan.

3. Ensure a customer-focused approach to planning and delivery of services and develop a positive working environment through the active involvement of staff in shaping the development and delivery of service to maintain a valued, confident, skilled, innovative and flexible workforce.
4. Champion innovation and creativity in delivery of services by critically assessing and challenging and therefore developing employees to create a culture where they feel able to generate imagination and effective solutions to service delivery.
5. Oversee the day-to-day management of the Housing Services and Strategy section, including:
 - Full line management responsibility for team managers, Research Officer and Housing Systems Administrator
 - Delivery and monitoring of service action plans
 - Completion of service and policy reviews
 - Monitoring of performance to ensure targets are met
 - Management of relevant budgets
 - Ensuring the functions of the section are completed efficiently and effectively in accordance with the Council's policies and procedures
6. Draft and deliver reports to working groups, residents groups, GMT and committees on strategic and operational issues, including providing accurate statistical information as required.
7. Explore new business opportunities for the Housing Service with a view to further development of services and generation of income for the Housing Revenue Account and General Fund.
8. Take personal responsibility for managing a portfolio of projects to deliver improvements in service delivery and performance, including effective planning and monitoring of projects, managing risks, issues, benefits and contingency planning.
9. Work to ensure efficient implementation of new technology within the section.
10. Provide information and advice to Head of Housing and other senior managers on new legislation, government policies and emerging issues, to ensure compliancy and mitigate risk.
11. Provide strategic advice and support to the corporate leadership of the Council and elected members.
12. Represent the Council at a strategic level as requested, within the Council and with local stakeholders, partners and statutory agencies.
13. Develop and maintain appropriate and effective relationships with elected members, Council officers and external partners and stakeholders.
14. Ensure that the Housing department is marketing in a positive way to protect the reputation of the Council and promote new business.

Policy and Strategy

15. Produce the Council's Housing Strategy and report progress in a variety of formats on a regular basis. Review as necessary to address changes in government policy and legislation. Provide guidance to managers to achieve strategy outcomes.
16. Monitor national and regional policy development. Interpret, summarise and disseminate new legislation, regulation or guidance.
17. Review policies and procedures in light of changes to legislation, prevailing needs and new guidance. Ensure that the all Housing policies and procedures are compliant with legislation and follow good practice. Advise managers on statutory obligations when reviewing policies to ensure that any requirements for consultation are met.
18. Write all cross-directorate policies. Support managers to produce associated procedures. Oversee implementation to ensure that new policies are implemented correctly and that new procedures met requirements.
19. Oversee the production of responses to reports and consultation papers from other local authorities and central government.
20. Identify opportunities for benchmarking. Liaise with managers and finance services to ensure accurate data is used. Produce action plans to address the results.
21. Ensure that residents have the opportunity to scrutinise services, in accordance with the requirements of the regulatory framework.

Strategic Housing

22. Advise colleagues in the planning department on housing issues, including commenting on planning applications and assessing the suitability of proposed affordable housing.
23. Work with registered providers and developers to actively promote the building of affordable housing in borough
24. Monitor the performance of the housing market, particularly with regards to issues of affordability.
25. Attend meetings and working groups with other social housing providers to address issues and develop strong partnerships, creating joint working agreements as appropriate.
26. Respond to requests from Homes England to provide supporting information for registered providers seeking funding
27. Ensure that data requested by Homes England and the Ministry of Housing, Communities and Local Government is returned accurately and within deadlines.
28. Source and liaise with consultants for housing research, including monitoring quality of work and ensuring deadlines are met.
29. Write and submit bids to obtain funding.

Other

30. Be the senior officer for the departments ICT systems, approving the work completed by the Housing Systems Administrator.
31. Ensure that GDPR requirements are met and that data sharing contracts and agreements are in place as necessary.
32. Be the lead officer for the department on equalities issues, attend meetings of the corporate working group and provide a key link between corporate and directorate issues.
33. Responsible for ensuring that all volunteers working within the section are fully trained and supervised.
34. Identify and assist with the training and development of employees within the department
35. Monitor and manage budgets to ensure that value for money is achieved.
36. Implement Council policy in respect of employment, training, discipline, attendance management and health and safety.
37. Deputise for the Head of Housing as required.
38. Carry out any other duties that are within the scope and grading of the post as requested by the Head of Housing.

DESIGNATED CAR USER

A designated car user status has been attached to this post.

SPECIAL CONDITIONS

Duties may include attendance at evening meetings and/or work outside normal office hours.

RESTRICTIONS

This is a politically restricted post.

This post is not subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

NOTE

The above job description sets out the main responsibilities of H131 – Housing Services and Strategy Manager but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.