

SLOUGH BOROUGH COUNCIL

JOB DESCRIPTION

JOB TITLE: Assistant Director – Housing Services

DIRECTORATE: Green & Built Environment

RESPONSIBLE TO: Director of the Green & Built Environment

RESPONSIBLE FOR:

- Housing Strategy
- Housing Delivery
- Homelessness & Housing Advice
- Housing Management
- Registered Social Landlord Activity
- Housing Register and Allocations
- Private Sector Housing, Renovation & Disabled Facilities Grants

MAIN PURPOSE OF JOB:

1. To provide leadership, direction and management for Housing Strategy, Renewal and Housing Management; ensuring the necessary contribution to Council plans and objectives.
2. To manage the Council's Housing Services to meet the needs of people in housing need and provide customer focussed services.
3. To drive, organise and coordinate Housing functions.
4. To provide leadership, direction and management of the Housing Service teams.
5. To lead and promote the Council's response to housing delivery, including the Britwell Regeneration Project.

MAIN RESPONSIBILITIES:

Corporate

1. To drive, organise and co-ordinate the Council's Housing functions, providing leadership, strategic direction and management, to the services.
2. To support organisational change, ensuring appropriate systems of performance management and development, communications, quality measures, monitoring and review are in place.
3. To promote corporate working and lead or work as part of multi disciplinary project teams to enable the breaking down of departmental barriers and engender the concept of both internal and external partnership working.

4. To be a member of the Directorate's Senior Management Team, contributing to the development and implementation of policies and strategies that will optimise service delivery by the Council to its clients.
5. To work with a range of partners, including the community and the voluntary sector on improving service delivery and promote creative and innovative ways of tackling local problems. Ensure services are developed which meet the needs of the ethnically diverse community and are accessible to all users.
6. To develop, support and promote tenant and leaseholder involvement delivering the principles of co-regulation and empowerment.
7. To promote a positive image of Slough and represent the Council on housing issues at local and national level, attending and presenting at conferences, seminars and working parties, as may be required, and liaising with appropriate national agencies.
8. To comply with the Council's Standing Orders and Code of Conduct and to advise the Chief Executive, Directors and Members as necessary.
9. To ensure full compliance with the Health & Safety at work act 1974 and the Council's Health & Safety Policy and all locally agreed safe methods of work.
10. To promote the Council's equal opportunity policies and to avoid all forms of discrimination as an employer and service provider.
11. To assist in providing an effective response to emergencies including any required call outs and undertake any duties that are consistent with the Council's expectations of a senior manager.

Service

1. To deliver effective management of the Housing Service, its financial and other resources and achieve best value in the delivery of its services.
2. To provide high quality and timely advice to the Council advising the Strategic Director, Chief Executive, the Cabinet, Scrutiny Committee and Panels, Members and other colleague officers on all aspects of Housing.
3. To be lead adviser on housing and to raise the Council's profile on lobbying for housing issues at regional and national level.

4. To organise systems for the effective communication & consultation on housing services delivery and the organisation and promotion of necessary campaigns and events.
5. To commission contracts and services ensuring that housing services are delivered in accordance with contract and customer requirements and that there is effective monitoring arrangements to ensure best value and the attainment of specified quality standards.
6. To ensure that the Council complies with all the necessary legal requirements delivering housing services and that such services carry out effective regulation in a proper, fair and equitable manner.
7. To ensure that service, statutory and other required strategies, plans and reports are prepared effectively, co-ordinated efficiently, achieve targeted actions and time-scales, are properly consulted upon and effectively monitored.
8. To deliver cost effective, high quality, responsive services within the resources made available to the Council and to deliver partnership arrangements to deliver integrated service provision with a range of agencies.
9. To lead Housing Services working to ensure the IIP standards and that the Council's HR policies are in place to motivate, train and appraise employees to optimise their skill, contributions and outputs.
10. To plan and keep under review allocated budgets in line with the practices and procedures agreed by the Council, to monitor and control budgets and ensure clear accountability.
11. To maximise the Council's funding in relation to Housing Services through a range of funding opportunities.
12. To plan and implement changes in structures, systems, practices and procedures to achieve an organizational culture that is rooted in customer care, operational efficiency and best practice and which promotes, the Council as a learning organisation.

Person Specification
Assistant Director, Housing Service

	Description	Essential/ Desirable
Experience	Significant experience in the housing and environmental health functions covered by the post and as a senior manager in the public sector.	Essential
	Track record of developing and implementing successful housing policies and strategies.	Essential
	Success in working with Members, Directors, Senior Managers and key stakeholders and building relationships of mutual trust, respect and co-operation.	Essential
	Success in building and leading teams and acting in partnership with others.	Essential
	Commissioning and management of outsourced contracts.	Essential
	Record of achievement in promoting service improvement and in customer care.	Essential
	Record of successfully developing and implementing strategies addressing directorate and corporate objectives.	Essential
Knowledge	A significant understanding of the operational, statutory and non statutory duties and the strategic objectives of the Council and other partner organisations.	Essential
	An in-depth understanding of housing policies	Essential
	An in-depth understanding of contract procurement and management and the legislative and regulatory framework.	Essential
	A clear understanding of best value, budget and performance management.	Essential
Key Competencies	Leadership skills to inspire commitment and co-operation from teams and individuals in the directorate and throughout the council together with the ability to motivate and develop staff and foster a positive working culture.	Essential
	A well developed strategic perspective, creatively applied in response to a range of environmental policy and service issues.	Essential
	Lateral thinking used to develop creative policy and management issues and creating ownership of these amongst key audiences.	Essential
	Understands and applies Best Value principles to ensure the most cost-effective outcomes are achieved within limited	Essential

	resources.	
	Has the personal credibility and interpersonal skills to work appropriately and effectively with politicians, key stakeholders, government representatives and colleagues.	Essential
	Confident in leading and working in multi-disciplinary teams.	Essential
	Draws logical conclusions from the analysis and interpretation of complex financial and numerical information.	Essential
	Well developed project and programme management skills.	Desirable
	Communicates clearly, simply and effectively. Can influence a wide range of audiences.	Essential
	Manages change and conflicting and competing priorities effectively.	Essential
	Resilience and drive to meet the demands and pressures of the post including the ability to cope effectively at times of crisis.	Essential
	Collaborative approach and solution orientated.	Essential
	Negotiates effectively to ensure the best interests of the Council.	Essential
	Committed to social inclusion and to equality of opportunity in employment and service delivery.	Essential
	Applies ICT solutions to improve service delivery.	Desirable
Qualifications	An appropriate professional qualification related to housing services.	Essential
	Evidence of continuing professional development.	Essential
	A relevant post graduate qualification.	Essential
	Management qualification e.g. DMS or MBA	Desirable