Job Description

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| **JOB TITLE:** | **Director of Neighbourhoods and Customer**  **Services (Housing Management)** |
| **GRADE:** | **Divisional Director** |
| **POST NUMBER:** |  |
| **DIRECTORATE:** | **Housing & Regeneration** |
| **SERVICE:** | **Housing Management** |
| **RESPONSIBLE TO** : | **Corporate Director of Housing and Regeneration** |
| **RESPONSIBLE FOR:** | Head of Housing Leasehold  Head of Housing Neighbourhoods  Head of Head of Environmental Services  Head of Housing Community Partnerships  Head of Housing Service Centre |
|  | **This post does not require a DBS check**  **This post is politically restricted** |
| **Job Summary:** | Provide the strategic and operational leadership to achieve excellence in the delivery of tenancy and leasehold management and neighbourhood services to residents in council owned stock, ensuring that resources are delivering timely and considerate value for money outcomes for residents. |
| **ROLE REQUIREMENTS:** |  |
|  | To demonstrate inspirational and visible leadership whilst ensuring the effective management and development, performance, and motivation, of services and employees and develop an organisational and departmental culture and behaviours that support of the Council’s priorities and values. |
|  | To champion and drive the Council’s leaseholder services through innovation and modernisation, and continuously review the needs of our residents |
|  | To be at the forefront of resident engagement working in collaboration with other Directors to develop services that enable residents and communities to thrive. |
|  | To lead operational business and service planning including long-term policy and service development and continuous service improvement, project delivery with a focus on results and outcomes. |
|  | Be accountable for the operational delivery of compliant, resident facing services that align with the Regulators expectations as expressed in the Consumer Standards Code of Practice. |
|  | Act as the operational advisor to Cabinet, Corporate Directors and the Senior Leadership Team and deliver corporate, departmental, and service requirements, projects and initiatives as required including deputising for the Corporate Director as required. |
| **CORPORATE RESPONSIBILITIES** |  |
|  | Actively contribute to the council’s priorities and outcomes in a way that promotes a ‘one organisation’ approach. |
|  | Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the Council and the directorate strategic priorities are effectively implemented. |
|  | Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups. |
|  | Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role. |
|  | Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff. |
|  | Adherence to the Council’s commitment to the health, safety and welfare at work policy |
|  | *Deputising for the Corporate Director when required* |
| **PEOPLE** |  |
|  | To support the Council’s Councillors and Cabinet (portfolio) members by providing, professional, objective, and balanced advice and guidance, ensuring the effective implementation of policy decisions, taking delegated decisions within the council’s financial regulations, and enabling the effective scrutiny of services and decisions. |
|  | Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups. |
|  | Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented. |
|  | Ensure effective and proactive communication to, from and within services and in collaboration with the marketing and communications team to commission the development and delivery of an effective media, communication, and marketing in relation to services. |
| **FINANCE** |  |
|  | To lead the direction of operational delivery and performance of services and the directorate and department with a focus on robust financial management, effective people management and development, project management and service performance supported by proportionate governance arrangements including quality systems and risk management and in accordance with the Council’s policies and procedures. |
| **SERVICE AND PERFORMANCE** |  |
|  | Use data and insight to develop services which ensure we are keeping our residents safe in their homes and support a smooth customer journey and builds trust with the Council |
|  | To lead the delivery of exceptional resident and customer experience of relevant services in collaboration with all council services and fostering a culture of openness and transparency by developing services, technology, and resident satisfaction. |

**OTHER CONDITIONS:**

To undertake any professional qualifications as determined necessary by emerging Government legislation.

To work with Heads of Service to ensure all staff in the division are engaged, developed and have clear personal development plans.

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council’s ‘My Annual Review’ scheme.

To engage and develop all staff in the team to ensure they have clear personal development plans.

Ensure that all duties and responsibilities are discharged in accordance with the council’s policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council’s equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

Person Specification

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| **Person Specification for the Post of Director of Neighbourhoods and Customer Services ( Housing Management )** | | **Essential (E)**  **or**  **Desirable (D) (if applicable)** | **Method of Assessment**  **A= Application Form**  **T= Test**  **I= Interview** |
| **Knowledge and Experience** | * Experience in working closely with key stakeholders to develop innovative ways to deliver corporate objectives. * Ability and experience to translate strategic and corporate commitments into an aligned framework of operational plans and to oversee the delivery, review, and improvement of these plans. * Proven track record to initiate and oversee the implementation of major change within a service, including assessment of options, appropriate consultation, and outcome review. * A comprehensive understanding of local government and the devolution of powers to the city region level, the national and political context within which it operates and the current challenges and opportunities it provides. * Ability to develop strong relationships with residents through effective engagement and communication. * Experience in best practice leadership of housing and capital project delivery. * Ability to operate at pace and adaptable to changing priorities in a result-driven environment. * Driven and passionate demonstrating willingness to operate strategically and operationally in getting their hands dirty. * Experience in motivating and engendering a high-performance culture that achieves improved outcomes. * Ability to create a positive collaboration, remove silo working and encourage innovation. * A successful record of engaging with elected members and building positive relationships with key stakeholders in the government and private sectors. * Commitment to equality, diversity and inclusion. | E  E  E  E  E  E  E  E  E  E  E  E | A T I  A T I  A T I  A T I  A T I  A T I  A T I  A T I  A T I  A T I  A T I  A T I |
| **Personal characteristics and attributes** | * Personal credibility. A professional demeanour that generates trust and confidence. * Leads by example and possesses a high degree of integrity. * Sets themselves and others challenging but achievable objectives. * Challenges and confronts conflict, brokering solutions to achieve goals. * Looks to the future – can see the opportunities others might miss. * Applies concepts and learning from outside the sector; looking ahead over the long term to deliver improvements and avoid problems. * Not afraid to challenge performance and service delivery issues both with staff and contractors. * Always looks to drive value for money for customers and residents. * Politically aware and emotionally intelligent. | E  E  E  E  E  E  E  E  E | A I  A I  A I  A I  A I  A T I  A I  A T I  A I |
| **Additional Requirements** | Willingness to work outside of contractual hours in the evenings and weekends where necessary to fulfil the duties of the role.  To comply with the requirements relating to political restrictions for this role. |  |  |

# Health and Safety responsibilities for:

**Directors (second tier) Job Descriptions**

Health and safety responsibilities include:

* Overseeing the translation of the council’s health and safety policies, objectives and arrangements into operational practice within their respective directorate service areas.
* implementing corporate and directorate safety policies and supporting procedures within their service areas
* holding staff accountable
* ensuring risk assessments are carried out, reviewed and shared with all appropriate staff
* ensuring staff receive adequate information, instruction, training and supervision
* cooperate with trade union/safety representatives