
JOB DESCRIPTION FORM

Job Title: Assistant Director of Housing

Job Holder:

Reports to: Executive Director; Place and Economy - Steve Cox
(Name & Title)

1. Job Purpose:

Reporting to the Executive Director of Place and Economy, this role will provide vision and exceptional strategic leadership. They will have demonstrable experience of delivering high performing services across all aspects of the Housing including housing management, housing needs and development.

The Assistant Director of Housing is responsible for the development, implementation and review of all Housing strategies, Business Plans and Programmes.

The role will provide the leadership to inspire colleagues, partner agencies and RP's to deliver the Council's ambitious corporate and housing plans, which include the re-establishment of a Housing Revenue Account, building new mixed tenure communities, being an exemplar in tackling rough sleeping and making Peterborough a Thinking Community.

The Council is focused on delivering the best possible outcomes for the City and Sub-Region. Peterborough has established multiple sub-regional collaborations and have a strong working relationship with the MHCLG. The post-holder will have the strategic and leadership experience of establishing and leading sub-regional forums and forging positive relations at a national level.

2. Dimensions:

The Assistant Director of Housing is responsible for:

- Ensuring all statutory responsibilities relating to housing are effectively discharged
- Providing expert advice and strategic direction to Members and Executive Directors
- Leading the development and delivery of Peterborough City Council's Housing Strategies and Business Plan supporting the delivery of improved outcomes for those in housing need including the City's most vulnerable residents

- Coordinating the council's engagement with all multi-agency, sub-regional and national partnerships for meeting housing needs, housing management, tenancy engagement and housing development
- Managing all operational services ensuring best value and meeting all key performance indicators
- Managing general fund, capital and housing revenue account budgets
- Realising the council's ambition to nurture thriving and prosperous, mixed tenure communities

3. Organisation:

Work is ongoing to review the structure chart of the Housing team to reflect the business cases as set out in this report

4. Principal Accountabilities / Responsibilities:

Leadership

- As a member of the Senior Management Team, to play a key role in the collective leadership of the Place and Economy Service, providing the reliable leadership needed to create the conditions for success and working across organisational boundaries
- Provide inspirational and innovative leadership to the Housing Service, ensuring best value and a high-performance, customer focused culture
- Facilitate continual improvement and innovation, nurturing an environment that encourages smart collaborative working that supports our Thinking Communities agenda
- Work with colleagues to develop a compelling vision for the service in line with corporate strategy and influences and motivates others to achieve this

Strategic Commissioning and Performance Management

- Develop commissioning strategies for services and activities to secure the best outcomes for service users and deliver optimum value for money, in line with the Council's commissioning and contract management frameworks
- Interpret internal and external data and intelligence in order to continually adapt and improve the service in line with demand
- Manage service performance, working with colleagues to define outcomes, set targets and monitor performance, within a culture of continual customer focused improvement
- Ensure the best value is made of the Council's resources to secure the best outcomes for residents within the resources available
- Ensure fiscally prudent financial management and achieve balanced budgets, income and savings targets, and compliance with the Council's Financial Regulations and Standing Orders
- Ensure full compliance with the relevant legal, financial and procurement requirements and frameworks across the Council
- Embed a performance culture that delivers results through rigorous open challenge, personal accountability, disciplined execution and continual improvement
- Provide leadership to the improvement of corporate and service performance by ensuring resources are targeted on the Council's priorities and meeting customer needs

Customer Engagement and Multi-Agency Working

- Inspire strong working partnerships across the public, RP, private and voluntary sectors to enable the service to be delivered in an outcome-focused and efficient way
- Nurture and maintain strong collaborations at a sub-regional and national level to support best value, innovation and improved outcomes
- Promote community cohesion and Peterborough's commitment to valuing diversity and promoting social inclusion
- Is the strategic point of contact for ward councillors, working in partnership with Members to improve and develop engagement with residents, helping councillors navigate the organisation and signposting them to the right place to resolve issues

Digital Innovation and Business Improvement

- Continually look for ways to improve and modernise our service to customers, including developing and implementing digital/automated processes and eliminating paper wherever possible
- Champions the use of new technologies to make Peterborough a thriving Thinking Community

Operational Management

- Manage the Housing Needs service to prevent homelessness across the City in accordance with national legislation, policy and initiatives
- Develop a HRA Business Plan which supports delivery of mixed tenure and affordable housing for the Council
- Develop asset management strategies which take the best care of any existing housing stock and enables new homes to come online through seamless systems and processes
- Lead on partnership working with developers, Registered Providers and other property professionals to ensure swift development of sites meeting the strategic needs of the City
- Establish meaningful engagement with resident groups and support for community development
- Maintain excellent working partnerships with Registered Providers and community led housing groups
- Encourage a learning organisation with continually improving levels of knowledge and understanding, through training and staff development, including Annual Development Reviews, 1:1s and team meetings
- Ensure issues relating to equity, equality diversity and inclusion are reflected in all aspects of strategic planning, policymaking, operational delivery and customer service

5. Job Knowledge, Skills & Experience

Skills:

- Exceptional leadership skills, modelling a strong performance culture and constructively building achievement, confidence and skills in others
- The commercial confidence and financial management skills to bring about demonstrable improvements in efficiency, value for money and income generation
- Political astuteness and the ability to build high levels of credibility and impact at a local, sub-regional and national level
- A demonstrably high level of innovation and creativity
- Ability to build a strong and capable team, confidently setting the direction and clearly articulating the measures of success
- Proven ability in brokering and leading complex, high level partnerships
- Proven ability to deliver transformational change and achieve improved outcomes
- A strong commitment to service excellence, customer care and continuous improvement
- Ability to nurture an innovation culture challenging the status quo and providing scope for staff to experiment with new or innovative solutions

Experience:

- The experience and confidence to question and challenge conventional thinking, with a continual eye on innovation and new ways to improve the customer journey and outcomes
- Significant experience and a proven track record of achievement in leading and managing Housing-focused services and activities
- Experience of work successfully with elected members, partners agencies, sub-regional partners and registered providers
- Experience of all aspects of housing management including rent and tenancy management, tenancy engagement and R&M
- Experience of managing housing needs services including homelessness, temporary accommodation and allocations
- Demonstrable experience and a proven track record in the following:
 - Leading the successful delivery of value driven and customer focused services
 - Leading a medium to large social housing operation at a senior level
 - Developing effective strategic approaches to social housing challenges
 - Commissioning and contracting new partnerships that meet the organisation's strategic and operational requirements
 - Experience of multi-tenure management
 - Effective collaboration with residents and the wider community to achieve better outcomes
 - Leading teams to successful business outcomes
- Experience of working successfully with elected Members and navigating a complex political landscape at a sub-regional level and national level

Knowledge:

- Have a degree or equivalent professional qualification, preferably in a relevant discipline
- Knowledge of managing significant revenue and capital budgets (£1m+)
- Knowledge of all relevant legislation and experience of interpreting and operationalising new regulations
- Knowledge of council governance and operating requirements including corporate decision-making mechanisms and procurement policies

6 Job Context:

Operating Context

The Council is embarking on an ambitious journey towards re-establishing a Housing Revenue Account and developing new multi-tenure communities, including council homes. This role is responsible for the successful realisation of that ambition; establishing and maintaining thriving communities in Peterborough.

The role is about the strategic management and leadership of a complex range of issues and services across a broad partnership arena. This includes through direct delivery, but also through negotiated arrangements and formal partnerships with external providers. The role will require an innovative approach to identifying opportunities and delivering the service in an efficient and effective way, in the context of a local and national picture of increasing demand.

Environment

The role operates in a complex political and stakeholder environment which demands strong operational relationship management skills. It operates with Members at all levels, and regularly interacts with MHCLG, businesses, developers and investors, senior Council managers, neighbourhood councils, voluntary and community groups, interest groups, and senior managers and leaders across the public and voluntary sectors in Peterborough and the sub-region, including an increasing role across Cambridgeshire.

Framework

The role includes management of the statutory roles of the Council as the Local Housing Authority. This operates within a framework of primary legislation but is also subject to policy guidance which has to be interpreted and applied at the local level to ensure that the Council's corporate objectives are met. The role involves responding to changes in national policy and legislation to adapt service delivery, particularly Government's localism agenda which is predicated on local decision making without extensive national regulation. The role also necessitates interpretation of health and safety legislation and contract and financial management regulations to shape service delivery.

7. Job Challenges:

- Establishment of a Housing Revenue Account and development of a Housing Business Plan leading to the Council developing new council homes as part of mixed tenure communities
- Maintaining recent improvements in housing needs management temporary accommodation usage and in particular not returning to the day-to-day use of B&B
- Delivering current projects and programmes including:

- Improved customer journey
- New Allocation Policy
- Establishing a new rents team
- Establishing a new housing management service
- Implementation of a new housing and asset management system

8 Key Relationships:

It is of critical importance that Members have confidence in the team reporting to the Executive Director. This requires regular meetings with key Cabinet Members and others to ensure the priorities of the Place and Economy Directorate reflect those of the Council and of the Councillors.

Line manager:

- 1:1 meetings x1 per month
- Directorate management team meeting x1 per month
- Regular ad-hoc personal contact during the week
- e-mail contact

Direct reports:

- 1:1 meetings x1 per month
- Management team meeting every x1 per month
- Regular e-mail, telephone and personal contact

Other contacts:

- Regular contact with staff across the service areas managed
- Monthly all staff meeting
- Regular meetings with housing providers, community groups, customer forums etc
- High level engagement and negotiation with key stakeholders in the city and across Cambridgeshire
- Regular correspondence with Members of Parliament
- Regular presentations to a variety of groups and organisations
- Regional and national professional partnerships
- Regular contact with elected Members(particularly portfolio holders), Adults and Communities Committee and Cabinet on a variety of issues

9. Key Relationships Decision Making Authority:

Extensive and significant decision-making authority at a strategic and operational level
Many aspects of the role are autonomous (within statutory and policy constraints), for example supporting the Executive Director with the delivery of the corporate requirements in relation to homelessness and wider housing strategy, both within Peterborough but influencing across Cambridgeshire and representing our interests nationally.

10. Additional Information:

Political Restriction

This post is politically restricted under the Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 and the post holder may not have any active political role either in or outside work.

The demands of this post are such that it may be necessary for you to work longer hours, and on occasions at weekends without extra pay. This may include the period between the Christmas and New Year bank holidays.

SIGNATURES:

After reviewing the questionnaire sign it to confirm its accuracy

JOB HOLDER: _____ **DATE:** _____

LINE MANAGER: _____ **DATE:** _____

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