

## LONDON BOROUGH OF LEWISHAM

### JOB DESCRIPTION

<b>Designation:</b>	Housing Policy & Strategy Officer	<b>Grade:</b>	PO4
<b>Reports to (Designation):</b>	Housing Policy & Partnerships Manager	<b>Grade:</b>	PO7
<b>Directorate:</b>	Housing	<b>Section:</b>	Housing Strategy

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#### **Main Purpose of the job:**

- To provide strategy and policy advice to senior officers of the Council and senior representatives of partner organisations relating to the work of the Housing Directorate.
- To lead evidence-based strategy and policy development in key areas of work across the Housing Directorate, working collaboratively with a range of stakeholders and disciplines across the whole organisation.
- To lead on consultation and engagement work for the Housing Directorate and providing support to service areas to ensure robust and effective engagement work with stakeholders.
- To promote and embed the Housing Directorate's corporate approach to equalities, building strong relationships across the organisation to ensure that equality is at the heart of directorate process, policy and strategy.
- To build and maintain relationships with key internal and external stakeholders.

#### **As a Lewisham Officer you will:**

1. Be responsible for professional advice and support in the service area to deliver in partnership with others the Council's vision, values and ways of working.
2. Ensure the delivery of identified service objectives and continuous improvement of service targets.

#### **Summary of Responsibilities and Personal Duties:**

1. Support the Housing Directorate in the development, negotiation and implementation of policy and strategy solutions to a varied range of housing service issues that arise.
2. Gather, analyse and synthesise a range of evidence, research, data and intelligence in order to develop practical, joined-up policy and strategy solutions to complex issues.
3. Identify and analyse customer trends, innovations and best practice across housing services and work with service areas and service improvement partners to develop strategies and policies that are clear, logical, forward-thinking and implementable.
4. Collaborate with the Council's Data and Insight Team to complete analytical modelling and forecasting to assess future strategic opportunities for change and enable evidence based decision-making practice.
5. Lead and supervise up to 8 members of a project team and multiple teams at any given time, some of which will be senior staff and in most instances Heads of Service.
6. Lead on consultation and engagement work for the housing directorate and providing support to service areas to ensure robust and effective engagement work with stakeholders.

7. Build and maintain effective relationships with registered housing providers in the borough, liaising with them on key issues, promoting joint working, and supporting collaborative approaches to housing in the borough that enable shared outcomes.
8. Work across the organisation and with the Communications Team, Resident Engagement Team and external partners to ensure effective, cohesive and aligned consultation and engagement activity.
9. Develop innovative engagement approaches to target seldom heard groups, recognising and addressing specific barriers they may experience.
10. Make recommendations to Heads of Service on how policy documents should be improved to meet customer needs and developing legislation.
11. Present to and engage a range of stakeholders on relevant work areas through clear and effective communication.
12. Produce and present reports to Executive Management Team, Cabinet, Scrutiny committees, Senior Management Teams and local partnership bodies in relation to strategy and policy.
13. Keep fully up to date with national and local developments with regards to relevant strategy functions. This will entail contact with national associations, central government departments and their agencies and the creation and sustaining of relationships with other local authorities.
14. Organise and maintain policy related records and documents using the appropriate council process / system. Ensure that all necessary policy documents and briefing papers are prepared in time to support the relevant approval route and decision maker.
15. Assist in and lead the development of submissions or responses to key national and regional policy reforms and proposals.
16. Represent the Council at internal and external meetings and working groups.
17. Undertake the administration and management of partnership boards as allocated.
18. Have a high level of self-awareness and diplomatic skills to develop and sustain key relationships while persuading and addressing sensitive issues.
19. Provide strategic leadership and direction to secure commitment to change by engaging and managing stakeholder interests and tailoring communications to different audiences in ways that invigorate interest and relay complex issues easily and effectively.
20. Work collaboratively with services, staff and managers to develop workable and innovative policy solutions to complex business problems as a means of increasing efficiency, improving the delivery of services to customers and delivering tangible benefits to the customer and organisation
21. Build effective working relationships and achieve agreed objectives through strong negotiating and influencing capabilities and by working in partnership with Chief Executive, Mayor, Elected Members, Executive Directors, Heads of Service, Service Group Managers and staff across the Council
22. Prioritise competing tasks effectively to ensure effective delivery of all key work areas to appropriate timescales.
23. Support and lead as appropriate on elements of the development and implementation of the Council's equality and diversity policies.
24. Carry out the duties of the post with due regard to the Council's Dignity at Work Policy and core values.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.

Assist in carrying out the Council's environmental policy within the day to day activities of the post.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

**Internal contacts:** Elected Members, Chief Executive, Executive Directors, Directors, Heads of Service, Service Group Managers and all staff across the organisation

**External contacts:** other Public Sector Organisations, e.g. other Local Authorities Government Departments, for example MHCLG and the Regulator for Social Housing; Registered Housing Providers; Voluntary Sector Organisations; Policy, Strategy and Innovation think tanks and regional bodies such as London Councils and the Greater London Assembly.

**Grade and number of immediate subordinates:** n/a

The postholder will be expected to supervise project teams as appropriate some of whom may be at a senior level within the organisation. This will be an everyday feature of their job role and the members and numbers of staff supervised will change dependent on the project being undertaken. The postholder will also manage multiple project teams at one time, which also may involve external stakeholders.

**Total number of posts within the Service:** 3

## Person Specification

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### NOTICE FOR THE CANDIDATE

The person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post. Those categories marked 'S' will be used especially for the purpose of shortlisting. Only those applicants who meet these requirements will be shortlisted. You should therefore address these fully in your Application Form.

### **Equal Opportunities**

Aptitude for extending equal opportunities in service design, improvement and delivery.	
Demonstrate commitment to the principles of equality in employment and service delivery.	S
Commitment to implement the Council's Dignity at Work policies.	

### **Knowledge**

Knowledge of the current financial and key strategic challenges facing Lewisham and local government housing departments.	S
Experience of effectively devising and implementing solutions to complex challenges and delivering a successful outcome.	S
Experience leading and motivating multi-disciplinary project teams to achieve successful outcomes.	S
Knowledge and experience of analysing and presenting data to senior management to enable effective decision making.	S
Proven experience of proactively working on own initiative, under pressure to tight timescales, managing and prioritising workload.	
Experience of leading on projects that have explored new models of delivery and delivered significant savings.	
Excellent political awareness.	
Knowledge and experience of undertaking research to inform and achieve effective policy and service solutions.	S

### **Aptitude and Skills**

Skills in different consultation methods and engagement techniques.	S
Skills in methods and techniques to manage and influence behavioural and cultural change.	
Skills in undertaking statistical analysis and/or economics.	

Able to think, plan and act strategically and develop creative and innovative solutions to complex issues.	S
Able to establish positive relationships with Senior Officers and partners that generate mutual confidence and respect.	S
Ability to achieve cultural and organisational change through planning, motivation and negotiation.	
Able to lead, build, motivate and manage teams to achieve individual and organisational goals.	
Able to influence and negotiate effectively with external partners and agencies and other Local Authorities.	
Highly developed and effective communication skills – oral, written and presentational.	S
Able to operate within tight financial management including budget preparation and commitment control.	

### Personal Qualities

<p>Able to motivate teams to deliver consistent results, meet objectives and deliver new ways of working.</p> <p>Personal authority and stature to lead by example, achieve successful outcomes and able to act firmly and decisively.</p> <p>Able to act corporately and collaboratively.</p> <p>Inclusive and supportive team player.</p> <p>A strong commitment to probity, honesty and openness, treating people consistently, fairly and with respect</p>	
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### Circumstances

Able to attend meetings in the evening and, on occasions, work outside and beyond the normal office hours to ensure deadlines and business objectives are achieved.

### Physical

If you are a disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.