

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation: Head of Housing Policies, Performance and Service Improvement **Grade:** SMG 3

Reports to (Designation): Director of Housing Strategy **Grade:** JNC

Directorate: Housing Services **Section:** Housing Strategy

Main Purpose of the job:

To be responsible to the Director of Housing Strategy for the overall management of Housing Policies, Performance and Service Improvement service.

To be responsible for data, insight and intelligence, policy and strategy development and service improvement across the Housing Services Directorate. This will ensure compliance with the Regulator of Social Housing Consumer Standards, compliance with government data returns including HCLIC, LAHS and LADR.

To continuously improve service delivery and quality and work corporately in contributing to the achievement of Lewisham's vision.

To be responsible for the delivery of all key housing change and service improvement across the Housing Services Directorate.

Management Roles & Expectations: Head of Service

As a Lewisham Manager you will:

1. Be responsible for professional advice and support in services which form part of The Housing Partnerships and Service Improvement Group to deliver in partnership with others, the council's vision, values and ways of working.
2. Take overall responsibility for the planning and management of services including effective change management processes when required in order to ensure community and customer needs are identified and met.
3. Ensure the delivery of identified service objectives and continuous improvement of service targets across the Division and the wider Housing Directorate
4. Achieve results through the effective management and development of people.
5. Drive a continuing focus on the effective use of data, analytics, and technology in supporting service improvements and effective management decision making.

6. Ensure the effective deployment of financial resources and compliance within statutory professional and organisational frameworks.

Summary of Responsibilities and Personal Duties:

As Head of Housing Policies, Performance and Service Improvement you will:

Lead and manage the services which form part of Housing Policies, Performance and Service Improvement which includes:

- Applying national best practice in the management and delivery of multiple programmes, lead and drive forward the Housing Directorate's overall housing improvement in policy, procedure, and work to comply with statutory obligations.
- In conjunction with DMT and all Heads of Service in the Housing Directorate lead the business transformation projects to deliver a compliant and value-for-money housing service;
- Be responsible for the Housing Division's overall Knowledge and Information Management strategy ensuring robust data analytics form an effective part of strategic, managerial and operational decision making
- Be responsible for developing, implementing and monitoring the Housing Strategy and all related strategies, policies and procedures and developing the annual service and business improvement plans and targets, keeping senior management and politicians informed and updated. Keeping strategies, policies and procedures up to date and reviewed.
- To ensure full compliance with the Council policies and procedures such as Standing Orders and Financial Regulations, Procurement Policy, Health and Safety, Equal Opportunities, Data Protection etc.
- Be responsible for the improved collection, analysis and use of business intelligence and performance management data and benchmarking across the Housing Directorate
- To deliver performance reporting to DMT, EMT and Mayor and Cabinet.
- Lead on responding to consultations on national or local policy as it relates to the Housing Directorate working closely with the DMT and lead on all opportunities to bid for additional funding to support our work.
- To identify opportunities for partnership working across the Council such as with health and wellbeing, social care, community and economic development services for the benefit of customers.
- Provide the Mayor, Council, and Overview and Scrutiny with professional advice on all aspects of housing strategy and policy.
- Lead on effective liaison with the housing delivery arm of the Regeneration Division, working in partnership with Council colleagues, central government, the Mayor for London and RSLs to ensure new housing supply is delivered to meet housing need and demand.
- Ensure effective strategies and arrangements for delivering the services which

form part Housing Strategy, Insight and Service Improvement Team according to the required legislation, responding to changes in local, Regional and National Government Policy, in particular developing and leading strategies to meet government policies and external targets in relation to housing.

- To manage up to 25 staff directly or indirectly and multiple partners with a complex range of diverse professional tasks who are based in a variety of locations.
- Ensure a high level of professional and managerial expertise and employee development through the motivation, training and support of all employees.
- Ensure that relevant managers and staff have clear performance and quality standards to work to, an agreed set of objectives, budget and performance indicators which link to the Community Strategy, Council priorities and Directorate Service Plan.
- Represent the Council within and outside Lewisham, creating opportunities to enhance the council's image, partnerships and services.
- Be an active member of the Housing Strategy Division's Management Team.
- Deputise for the Director of Housing Strategy and the Executive Director of Housing in own area of work.
- 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

Internal Contacts: These include Finance, Adult Social Care, Children's Social Care, , Place , HR, Legal Services,

External Contacts: This will include Housing Providers including RSLs, Private sector landlords, , Voluntary Sector partners, MHCLG, GLA, London Councils, LGA, etc

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

Number of staff within the Housing Strategy and Programmes Group for which there is direct and indirect management responsibility: **up to 25 plus via matrix management and partners**

Grade and numbers of immediate subordinates: **3 x PO7 and 1 x SMG1**

Job Title:

Head of Housing Policies,
Performance and Service
Improvement

Grade: SMG 3

Directorate :

Housing Services

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.

CATEGORY	ESSENTIAL REQUIREMENTS 'S'
<u>Equal Opportunities</u> Commitment to implement the Council Equal Opportunities policies Demonstrate commitment to the principles of equality in employment and service delivery	S
<u>Knowledge & Experience</u> A successful track record as a senior manager in a large, complex organisation Experience of effectively leading, managing, motivating and monitoring multi-disciplinary teams of staff to achieve high performance in high pressure environments. Proven experience of managing significant programmes and projects Experience of formulating, leading and implementing housing strategies and programmes and related strategies and programmes that cross service or professional boundaries Experience in planning, managing and controlling complex workloads. Experience of successful budget management, monitoring and control of a substantial budget. Demonstrable experience in introducing major systems and business change solutions within time and cost constraints Working effectively with Partners to deliver outcomes	S S S S S S S S S S
<u>Skills, Abilities and Behaviours</u>	

<p>Ability to achieve major cultural and organisational change through planning, motivation and negotiation.</p> <p>Ability to build effective teams and relationships and achieve results through others.</p> <p>Ability to establish positive relationships with elected Members that generate mutual confidence and respect.</p> <p>Ability to negotiate effective working partnerships with other internal departments and external agencies in the public, private and voluntary sectors.</p> <p>Demonstrable programme management, project planning and process management skills</p> <p>Able to communicate effectively with clients, colleagues and staff, partners and external organisations through written reports, at meetings, presentations and on a one-to-one basis</p> <p>Proven ability to work on own initiative, managing and prioritising workload. Able to accept and manage changes to circumstances and priorities</p> <p>Able to operate tight financial management within a project environment, including budget preparation and commitment control.</p> <p>The creativity to produce innovative solutions to complex issues spanning multiple organisations and people, often with significant impact on service delivery.</p> <p>Confidence to manage the consultants and contractors ensuring projects are delivered to timescale and budget.</p>	
<p>Personal Qualities</p> <p>Strong personal commitment to improving local public services.</p> <p>Willingness to act corporately and collaboratively.</p> <p>Inclusive and supportive team player.</p> <p>Highly motivated and not easily discouraged.</p> <p>Personal and professional demeanour and credibility which commands the confidence of Members, senior managers, employees, partners and stakeholders.</p> <p>A strong commitment to probity, honesty and openness, treating people consistently, fairly and with respect</p> <p>Special Requirements</p>	

Must have CIH level 5 qualification or willingness to work towards	S
Able to attend meetings in the evenings; to work outside normal office hours; and to work beyond minimum hours as and when required to achieve deadlines.	S
<u>Physical</u> If you are 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.	