

JOB DESCRIPTION

JOB TITLE:	Head of Housing Management	JE NUMBER: A13265
DIRECTORATE:	Housing	BAND: 14
RESPONSIBLE TO:	Service Director - Housing	
RESPONSIBLE FOR:	Delivery of all Council housing management functions including tenancy management, housing support, neighbourhood services and enforcement.	
Budget	Working within the Council's overall performance and budget management frameworks, the postholder will be responsible for a service revenue budget of over £4m.	
People	The postholder will have five direct reports and will have overall responsibility for approximately 60 full time equivalent posts.	
Functions	<ul style="list-style-type: none"> • Tenancy management and anti-social behaviour • Tenancy sustainment and support • Estate management 	
MAIN PURPOSE OF POST: <i>(describe the outcomes the postholder is responsible for delivering)</i>	<p>This post is a senior leadership management post within Chesterfield Borough Council. The postholder will provide strategic leadership and management of the Housing Management services, develop and implement housing policies, and work collaboratively with stakeholders to meet the housing needs of the community. They will be responsible for delivering high quality, customer focused services within allocated budget and resources, ensuring customers are at the heart of everything we do.</p>	
DUTIES AND RESPONSIBILITIES:		
Duties and responsibilities must be undertaken to comply with Council policies/procedures.		
1.	Oversee the day-to-day operations of the Housing Management service, ensuring compliance with all relevant legislation, regulations and standards, in particular achieving the outcomes set out in the Regulator of Social Housing's consumer standards.	
2.	As a member of the housing senior leadership team, work collaboratively with the Service Director – Housing and other heads of service and key stakeholders to achieve the wider objectives of the council and lead on specific initiatives where required.	
3.	Develop and review housing policies and procedures, ensuring they are up-to date, legally compliant, and meet the needs of our tenants. Implement policies effectively, ensuring staff are fully trained and understand their responsibilities.	
4.	Drive modernisation of the housing management service and support the ICT transformation programme.	
5.	Ensure the Tenant Voice is at the heart of housing management service delivery, using complaints and satisfaction survey results to drive continuous improvement and ensuring all customers are treated fairly, with respect and in recognition of their individual	

	requirements and any protected characteristics, and that all customer complaints and enquiries are dealt with promptly and to a high standard.
6.	Responsibility for the health, wellbeing and safety of all housing management employees, and work collaboratively with human resources, health and safety and trade union colleagues to deliver continuous improvement to support the workforce.
7.	Develop and maintain strong networks and relationships with colleagues across the council and in other organisations and agencies, to ensure excellence in tenancy management, tenancy support and management of antisocial behaviour.
8.	Manage a service budget of around £4m, and identify efficiencies and savings where required. Ensure that services are managed, monitored and adjusted to meet financial and business objectives, in line with corporate and political priorities and the Council's financial regulations.
9.	Work with other areas of the organisation to maximise rent collection and arrears management, implementing strategies to maximise income.
10.	Manage complex and sensitive cases, including anti-social behaviour, tenancy disputes, and vulnerable tenants, with empathy and professionalism.
11.	Promote and safeguard the welfare of vulnerable people, and ensure appropriate safeguarding referrals are made to Derbyshire County Council where people are at risk of harm.
12.	Maintain a robust business continuity plan and perform all required emergency planning actions in the event of an emergency.
13.	Develop and implement a Housing Management Plan in alignment with the overall Housing Service Plan and the Council Plan.
14.	Manage performance, both at an individual and service level, and report on performance indicators and outcomes to senior management, as well as identifying and monitoring risks associated with service delivery.
15.	Lead and motivate the Housing Management team, promoting a culture of excellence and continuous improvement and ensuring they have the knowledge and skills to perform their roles effectively, through regular performance appraisals and constructive feedback.
16.	Develop, implement and maintain an effective learning and development and succession planning strategy for the service.
17.	Attend senior management and leadership sessions, and share relevant information with housing management service employees via full-service employee engagement sessions.
18.	Provide briefings on key issues to the Cabinet Member for Housing, and produce high quality reports for Members, attending Cabinet and Committee meetings where required.
19.	Deputise for the Service Director – Housing when required.

GENERAL – To be aware of and implement the following:

Equalities – The council’s Equality and Diversity Policy which sets out the council’s commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

Code of Conduct – All employees of Chesterfield Borough Council must comply with the Employees’ Code of Conduct.

Health & safety – To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council’s Health and Safety policy.

Staff Development - The Council's Performance & Development Review is an integral part of Chesterfield Borough Council’s performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

Data Protection – All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

Safeguarding Children and Vulnerable Adults - The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

Climate Change – The council’s commitment to becoming a carbon neutral organisation by 2030 and to support the wider Borough to become carbon neutral by 2050 in line with the Council’s Climate Change Strategy.

SPECIAL FEATURES OF POST:

Political Restriction	YES	✓	NO	
Vetting Checks e.g Disclosure and Barring Service (DBS)	YES	✓	NO	
Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES	✓	NO	
You may be required to carry out those duties at your present workplace or at another council venue.	YES	✓	NO	

It is the council’s intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work that the council changes the job holder’s obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

PERSON SPECIFICATION

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DIRECTORATE:	Housing	DATE:	July 2024

KNOWLEDGE / SKILLS / ABILITIES		Assessment Method
Essential		
•	Extensive knowledge, experience and understanding of housing management	Application Form / Interview
•	Knowledge and understanding of the requirements of Regulator of Social and wider legal / regulatory framework for housing	Application Form / Interview
•	Able to manage and develop high quality customer focused services across the Borough	Application Form / Interview
•	Able to manage resources creatively, realise benefits and have strong budgetary management skills	Application form / Interview
•	Able to lead, motivate and empower others to high performance and foster a positive working environment	Application form / interview
•	Able to create a culture of learning and change so that a capable high performing workforce is maintained	Application form / interview
•	Able to identify and deliver improvements to processes, procedures and use of ICT system	Application form / interview
•	Understanding of local authority governance and political awareness	Application form / interview
•	Able to work effectively in a political environment and establish positive working relationships with Trade Unions, councillors, senior managers, staff and external partners	Application form / interview

•	Able to lead tenant engagement meetings and collaborate with tenants and other stakeholders to ensure continuous improvement	Application form / interview
•	Able to work directly with people with complex and diverse needs and resolve challenging situations.	Application form / interview
•	Able to manage a busy, challenging and diverse workload and balance competing priorities	Application form / interview
•	Knowledge of risk management and health and safety principles.	Application form / interview
•	Excellent communication and report-writing skills	Application form / interview
•	Strong analytical and problem-solving skills, with the ability to make informed decisions based on data	Application form / interview
Desirable		
•	Detailed knowledge and understanding of housing legislation	Application form / interview
•	Knowledge and understanding of local government policies and legal requirements including data protection and procurement	Application form / interview
•	Knowledge and understanding of landlord compliance and safety requirements	Application form / interview
EXPERIENCE		
Essential		
•	Significant housing management experience	Application form / interview
•	Delivery of transformational change and continuous service improvement which supports corporate priorities	Application form / interview
•	Proven leadership skills to co-ordinate and motivate teams	Application form /

		interview
•	Evidence of financial management at a senior level	Application form / interview
•	Delivery of outcomes through partnership working	Application form / interview
•	Experience of managing cross service improvement project teams	Application form / interview
•	Strategy and / or policy development	Application form / interview
Desirable		
•	Leadership of multi-disciplinary teams	Application form / interview
QUALIFICATIONS		
Essential		
•	Degree level qualification	Certificates
•	Management qualification or equivalent on the job experience	Certificate / application form
•	Full clean driving licence	Certificate
Desirable		
•	Degree level housing qualification	Certificates
•	Membership of a relevant professional body (e.g., Chartered Institute of Housing)	Membership Registration
OTHER REQUIREMENTS		
Essential		
•	To display the council's values and behaviours when carrying out the job role	Application Form, Interview
•	A proactive and positive approach to change with the ability to drive	Application form /

	continuous improvement	interview
•	To perform the job role in accordance with the specified level of the council's Competency Framework	Application Form, Interview
•	Commitment to self-development, service improvement and organisational effectiveness, with a commitment to equality, diversity and inclusion	Application Form, Interview
COMPETENCY REQUIREMENT:		
Seeing the Big Picture	<p>Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value.</p> <p>For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.</p>	Interview
Level: 2		
Changing and Improving	<p>People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways.</p> <p>For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of alternative delivery models including digital and partnership approaches wherever possible.</p>	Interview
Level: 2		
Making Effective Decisions	<p>Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. For all staff it's being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care.</p> <p>For leaders it's about reaching evidence based strategies, evaluating options, impacts, risks and solutions and creating a security culture around the handling information. They will aim to maximise return while minimising risk and balancing a range of considerations to provide sustainable outcomes.</p>	Interview
Level: 2		

Leading & Communicating	At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm.	Interview
Level: 2	It's about championing difference and external experience and supporting principles of fairness of opportunity for all. For leaders, it is about being visible, establishing a strong direction and persuasive future vision; managing and engaging with people in a straightforward, truthful, and candid way.	
Collaborating and Partnering	People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions.	Interview
Level: 2	For senior leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable	
Developing self and others	Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving.	Interview
Level: 2	For leaders, it's about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It's also about creating a learning and knowledge culture across the organisation to inform future plans and transformational change	
Delivering Value for Money	Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money.	Interview
Level: 2	For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available	
Managing a Quality Service	Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service	Interview

<p>Level: 2</p>	<p>objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service, applying programme, project and risk management approaches to support service delivery. For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost effective delivery models for public services</p>	
<p>Delivering at Pace</p>	<p>Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way. For leaders, it is about building a performance culture where staff are given space, authority and support to deliver outcomes. It's also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly and promptly</p>	<p>Interview</p>
<p>Level: 2</p>		