

JOB DESCRIPTION

JOB TITLE:	Head of Housing Property Services	JE NUMBER: A13591
DIRECTORATE:	Housing	BAND: 14
RESPONSIBLE TO:	Service Director - Housing	
RESPONSIBLE FOR:	Managing and delivering council housing repairs, capital work, voids and mechanical and electrical services, as well as the Council's fleet vehicles, in-house stores and the neighbourhoods depot.	
Budget	Working within the Council's overall performance and budget management frameworks, the postholder will be responsible for a service revenue budget of over £10m and an annual capital programme budget of around £8m.	
People	The postholder will have four direct reports and will have overall responsibility for approximately 190 full time equivalent posts (including trades employees). They will work as part of the senior housing management team and work closely with teams across the council, tenants and residents, Elected Members, contractors and other stakeholders.	
MAIN PURPOSE OF POST:	This post is a senior leadership management post within Chesterfield Borough Council. The postholder will provide strategic leadership and management of the Housing Property Service, develop and implement housing policies, and work collaboratively with all 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.	
DUTIES AND RESPONSIBILITIES:		
Duties and responsibilities must be undertaken to comply with Council policies/procedures.		
1.	Oversee the day-to-day operations of Housing Property Services, 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 and regulations relevant to the health, safety and wellbeing of employees and tenants / members of the public.	
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 including contractors and our tenants to achieve the wider objectives of the council and lead on specific initiatives where required.	
3.	Develop and review strategies, policies and procedures, ensuring they are up-to date, legally compliant, and meet the needs of our tenants. Implement strategies and policies effectively, ensuring staff are fully trained and understand their responsibilities.	
4.	Drive modernisation of the Housing Property Service and support the ICT transformation	

	programme.
5.	Ensure the Tenant Voice is at the heart of housing 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 Property Service employees, and work collaboratively with human resources, health and safety and trade union colleagues to deliver continuous improvement to support the workforce. Ensure all regulations that impact on the health, safety and wellbeing of employees and tenants are adhered to, and working practices changed / developed where necessary.
7.	Develop and maintain strong networks and relationships with colleagues across the council and in other organisations and agencies, to ensure excellence in Housing Property Services delivery.
8.	Manage a service revenue budget of over £10m and a housing capital programme of around £8m per annum, and identify / deliver efficiencies and savings where required. Ensure that services and sub-contractors 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.	Deliver an excellent repairs service to our tenants, striving for top quartile performance on all key performance indicators and customer satisfaction scores.
10.	Ensure the delivery of capital works represents good value for money for the Housing Revenue Account.
11.	Deliver an excellent voids service.
12.	Maintain top quartile performance on all relevant landlord safety and compliance indicators, including damp, mould and condensation.
13.	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.
14.	Maintain a robust business continuity plan and perform all required emergency planning actions in the event of an emergency.
15.	Develop and implement a Housing Property Services Team Plan in alignment with the overall Housing Service Plan and the Council Plan.
16.	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.
17.	Lead and motivate the Housing Property Service 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.
18.	Develop, implement and maintain an effective learning and development and succession

	planning strategy for the service.
19.	Attend senior management and leadership sessions and share relevant information with housing management service employees via full-service employee engagement sessions.
20.	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.
21.	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

JOB TITLE:	Head of Housing Property Services	JE NUMBER:	A13591
DIRECTORATE:	Housing	DATE:	March 2025

KNOWLEDGE / SKILLS / ABILITIES		Assessment Method
Essential		
•	Extensive knowledge, experience and understanding of all aspects of housing property services	Application Form / Interview
•	Knowledge and understanding of the requirements of the Regulator of Social and wider legal / regulatory framework for housing	Application Form / Interview
•	Knowledge and understanding of landlord compliance and safety requirements	Application Form / Interview
•	Knowledge and awareness of climate change and the importance of reducing carbon emissions from housing stock	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 systems	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 / contractors	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
•	Detailed knowledge of contract management and quality assurance frameworks	Application form / interview
Desirable		
•	Detailed knowledge and understanding of relevant legislation including disrepair, Awaab's Law, procurement and health and safety	Application form / interview
•	Knowledge and understanding of local government policies and legal requirements including data protection	Application form / interview
EXPERIENCE		
Essential		

•	Significant housing property service experience	Application form / interview
•	Successful delivery of multi-million pound capital programmes	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
•	Experience of transforming service delivery	Application form / interview
Desirable		
•	Leadership of multi-disciplinary teams	Application form / interview
•	Experience of Housing Revenue Account management	Application form / interview
QUALIFICATIONS		
Essential		
•	Degree level qualification	Certificates
•	Management qualification or equivalent on the job experience	Certificate / application

		form
•	Full driving licence	Certificate
Desirable		
•	Degree level housing qualification	Certificates
•	CDM / Health and Safety 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 continuous improvement	Application form / 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>	Interview
Level: 2		

	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.	
Making Effective Decisions	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. 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.	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. 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.	Interview
Level: 2		
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. For senior leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable	Interview
Level: 2		
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. 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	Interview
Level: 2		

	future plans and transformational change	
Delivering Value for Money	<p>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.</p> <p>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</p>	Interview
Level: 2		
Managing a Quality Service	<p>Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service 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.</p> <p>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>	Interview
Level: 2		
Delivering at Pace	<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.</p> <p>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>	Interview
Level: 2		