

Designation:	Head of Housing Services
Grade:	STR10
Hours:	37
Location:	Mainly working at Ebley Mill with some homeworking depending on service delivery commitments.
Job Purpose:	To lead, inspire and develop housing services to provide high quality, value for money outcomes.
Responsible to:	Strategic Director of Communities
Responsible for:	Housing Services

KEY DUTIES

- To be responsible for and provide leadership to ensure high quality and improving housing services are delivered for Stroud residents, including the production of overarching housing, homelessness and rough sleeping strategies.
- To be responsible for and provide leadership to deliver all aspects of tenants' empowerment, neighbourhood management and income management services related to the council's retained housing (HRA) stock including.
- To be responsible for and provide leadership to deliver all aspects of planned maintenance, repair and investment programmes in its retained housing stock including statutory servicing, energy efficiency (retrofit) works and tenancy changes (voids).
- To be responsible for the effective and efficient operation of the choice based housing waiting list and allocations system (HomeseekerPlus) and the council's obligations and contribution as part of this countywide programme
- To be responsible for statutory housing and homelessness duties, including housing advice, and close working with the county council and other districts to ensure a cohesive and collaborative approach.
- To be responsible for the integration of homelessness, housing and planning policy and contribution to the district's housing needs assessment.
- To work closely with property services to support the delivery of schemes to provide affordable housing and ensure that future housing development meets the requirement of the council's housing needs assessment.
- To assist in the development/achievement of the Stroud Council Plan.
- To ensure comprehensive compliance and assurance with statutory and regulatory requirements and that this is reflected in policies and procedures.

- To provide motivational leadership and manage staff resources in terms of recruitment, training and development support, conduct and performance.
- Be responsible and accountable for the setting, managing and control of budgets, performance and benchmarking for housing services, including identifying initiatives to develop the service provided to ensure continuous improvement is achieved.
- To provide professional support to the Chair of Housing Committee including producing reports and presenting at meetings and where required providing advice on all relevant aspects.
- To support and work with Elected Members at all levels as required.
- To work with the Chief Executive, Strategic Directors & Heads of Service to forge a cohesive corporate strategy and will be able to relate clearly to Members' needs in delivering high quality services to the public.
- Develop and maintain opportunities to collaborate on a county and regional, national to help sustain services and deliver efficiencies; and building strong professional relationships.

SKILLS AND KNOWLEDGE

- A relevant degree, equivalent qualification and/or evidence of continual professional development in public sector housing services
- Relevant experience of managing social housing and/or strategic and statutory housing provision.
- Membership of a relevant professional institute and/or management qualification.
- Experience of interpreting complex legislation, statutory guidance and Constitution and put it into practice.
- Experience of managing budgets
- Able to cope well under pressure and in high profile situations
- Ability to lead, manage and motivate staff
- Positive attitude to change and able to implement new opportunities.
- Ability to write well-constructed reports in a concise clear manner either orally or in writing.
- Able to work alongside councillors in the effective development of plans, projects and programmes using effective engagement skills.
- Experience of working with the public and dealing effectively and positively with enquiries from a range of people

COMPLEXITY AND CREATIVITY

- The Council's services, systems and connections are increasingly complex and diverse. The post holder will need to have a good overall understanding of local government systems and operations, associated costs and commitments.
- Ability to understand strategy that addresses complex place and community outcomes, ability to relate these to outline roadmaps and produce detailed plans for delivery.
- Work which requires a creative and innovative input in a number of diverse subjects and a range of expertise where the opportunity and need for imaginative thinking is not limited by defined policies.

JUDGEMENT AND DECISIONS

- To make effective decisions under time pressure.
- Take responsibility for the outcomes and impacts of their decisions.
- Provide inspirational, ethical and values based leadership. Promoting cultural reform and high standards of professional conduct while having self-awareness and a commitment to personal development and resilience.
- Carbon neutrality and sustainability is a core value of the council. The ability to ensure that this is embedded into all judgements and decision making is essential.

CONTACTS

- Members of the Council
- Members and staff of other local authorities/partner agencies
- Suppliers and contractors
- Business Managers and Directors including SLT
- Members of the public

Contact required in respect of service delivery issues where the content and outcome are not straight forward or well established and could involve more detailed assessment, planning, evaluation, care and assistance. Authority in the provision of ICT services is required.

RESOURCES

- Responsibility for designated community access resources including revenue and capital budgets, staff, infrastructure, and software

TRAVEL DESIGNATION

- HMRC

GENERAL

- To be responsible for the delivery of solutions and change, sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.