

**LONDON BOROUGH OF LEWISHAM
JOB DESCRIPTION**

Designation:	Director of Housing Resident Engagement and Services	Grade:	JNC3
Reports to (Designation)	Executive Director of Housing	Grade:	JNC1
Directorate:	Housing	Section:	Housing Resident & Engagement Services

Main Purpose of the job:

Lead, direct and deliver the strategic framework for the delivery of resident housing services and housing management within Lewisham to meet the Council Corporate priorities. To deliver a high quality and resident focused management service to Council tenants, leaseholders and residents of independent living schemes and other council managed housing.

Indicative budget: circa £15million

Indicative staffing: 250+ FTE (including agency staff)

13,500 social rented properties and 5,500 leasehold properties plus an additional 1,800 homes managed via a PFI contract.

Summary of Responsibilities and Personal Duties:

Act as a collaborative and proactive Director within the Housing directorate to develop and deliver shared priorities, assisting the directorate and wider council to deliver its corporate priorities

Provide strategic leadership for housing management services to council tenants, leaseholders, and residents of independent living schemes and supported housing and hostels

Act as the Council's strategic advisor on high-level matters relating to housing management services, including income collection and resident engagement.

Act as the Director responsible for housing related complaints under the Housing Ombudsman Service and Local Government and Social Care Ombudsman Complaint Handling Codes

To plan for and ensure the smooth transition of the PFI properties and resident services at the expiry of the contract in June 2027

Work with internal and external partners and stakeholders to ensure high quality services that meet the needs of residents, the community and attract support locally and nationally.

Engage with residents across the Council's stock portfolio and harness innovation and best practice to achieve social and economic improvements, address inequalities and achieve positive outcomes for residents and the community.

Achieve compliance against the Consumer Standards and improved performance to achieve C1 inspection rating

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Management Roles & Expectations

As a Lewisham Director you will:

1. Ensure corporate and strategic modelling through demonstrating commitment to council values and translating the vision into strategic intent.
2. Ensure performance and quality improvement through leading and nurturing others to lead and manage innovative approaches to achieving results.
3. Ensure best use of resources through defining priorities and securing appropriate resources to achieve the Council's objectives
4. Ensure services contribute to the corporate whole through interpreting external needs and trends and creating synergies to achieve corporate goals.
5. Have responsibility for significant Housing Revenue Account resources and act as custodian of these resources, ensuring that all spend is justified and managed within budget.

Business Continuity

1. Maintaining oversight of all service business continuity plans within your division, ensuring they are robust and regularly tested.
2. Ensure services within your division have plans in place to deliver what is required during an emergency and contribute to an efficient and effective council and multi-agency response.

Service:

1. Ensure the service is compliant with all legal and regulatory requirements relating to the Council's housing management service and prepare for any forthcoming changes to legal or regulatory requirements including the Consumer Standards and the relevant Complaint Handling Codes.
2. Lead and promote a resident focused culture, based on fairness and respect for residents and diverse communities.
3. Challenge silo working and promote collaboration, seeing housing as one system and taking a one council approach.
4. Actively consider new inclusive and innovative ways of delivering services that provide high quality, high levels of customer satisfaction and good value for money. Research and benchmark to establish most effective delivery methods.
5. Drive the implementation of consistently high-quality service standards and levels of resident engagement and service, establishing and monitoring performance using Council project management and service review approaches.
6. Ensure there is effective integration of related services within and across the Directorate

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and the Council.

7. Ensure the contribution of partner and contractor organisations is appropriately harnessed.

Performance:

1. Set strategic objectives and lead delivery through robust business and financial planning.
2. Ensure delivery of the Council's strategic objectives, through the achievement of milestones and targets in line with the Corporate Strategy.
3. Hold managers and partners to account for the delivery of positive outcomes including tackling systemic inequities and valuing diversity using appraisal, commissioning, client management and other appropriate techniques.
4. Be responsible for performance on complaints across the Housing Directorate. Ensure complaints and feedback are acted upon, lessons are learnt and services re-designed appropriately as a result, and high quality, appropriate responses are provided to diverse customers.

People:

1. Work collaboratively with the Council's partners to inform strategic decision making ensuring that this supports the delivery of specific corporate programmes.
2. Establish clarity around expected outcomes and standards, providing clear lines of accountability and delegated authority.
3. Establish and promote an inclusive culture of learning and workplace planning that enables staff to realise their potential, manage their careers and therefore improve outcomes for Lewisham's residents.

Finance:

1. Challenge and sign off financial strategies and plans/budgets that support the effective delivery of strategic priorities.
2. Monitor the directorate budget and ensure it is effectively controlled within cash limits, driving down spend where appropriate.
3. Hold managers to account to manage their budgets and to provide services that are delivered or procured that represent value for money.

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Note to Candidates

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.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

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 we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

CATEGORY	ESSENTIAL REQUIREMENT
<p><u>Equal Opportunities</u></p> <p>To demonstrate a knowledge of equalities and diversity policies and how these influence service delivery.</p>	S
<p><u>Knowledge</u></p> <p>Knowledge of the issues facing local government and social housing landlords, and the legal financial, political context of public sector management and the statutory responsibilities of this post.</p> <p>Detailed knowledge of building health and safety requirements as they relate to housing management practice.</p> <p>Chartered Institute of Housing qualification – minimum level 5, or Equivalent.</p>	S S S

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<p><u>Experience</u></p> <p>Substantial and successful experience of strategic management and demonstrable personal achievement of delivering on an organisation's strategic goals, at a senior level in a similar complex organisation.</p> <p>A track record of establishing and maintaining a strong performance culture including effective performance measures, the evaluation service quality and improving service delivery which meets the needs</p>	<p style="text-align: center;">S</p> <p style="text-align: center;">S</p>
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PERSON SPECIFICATION**

<p><u>Skills, abilities and behaviours</u></p> <p>A strong and highly motivated leader with energy and credibility who commands the confidence of Members, senior managers, colleagues, partners and stakeholders.</p> <p>Highly developed analytical and interpretation skills enabling judgements on a range of frequently highly complex and often conflicting facts and circumstances.</p> <p>Strategic thinker, able to develop strategy and initiate and evaluate changes in policy and procedures.</p> <p>Ability to understand the view of service users and to reflect this in IT service design and provision.</p> <p>Able to act both corporately and collaboratively.</p>	
<p><u>Personal qualities</u></p> <p>Strong personal commitment to resident engagement and improving local resident services.</p> <p>A strong commitment to probity, honesty and openness, treating people consistently, fairly and with respect.</p> <p>Inclusive and supportive team player.</p> <p>Personal authority and stature to lead by example, achieve successful outcomes and able to act firmly and decisively.</p> <p>To work in a flexible, adaptable manner and to act with discretion and tact at all levels of contact.</p>	<p style="text-align: center;">S</p> <p style="text-align: center;">S</p>