

Job Family Profile	Leadership – Role A - Head of Housing Investment & Asset Management
Organisation Level	Tier 4
Job Family Description	
<p>Shaping services to achieve priorities through leadership of people and management of resources. Setting or influencing the future direction of the wider organisation. Role modelling corporate values and behaviours.</p>	
Work Level Attributes	
<ul style="list-style-type: none"> • Operational managers coordinating work, systems and processes of multiple teams to deliver services. Targets are measurable. Adapts priorities / juggles competing requirements to achieve results. • Making change happen at this level entails the continuous improvement of existing resources, services and systems. Responsible for development and empowerment of subordinates. • Works collaboratively with peers across group disciplines/functions to improve performance or service delivery. • Leads on response to changes imposed by the external world (e.g. a legislative change). May collaborate with peers outside of the organisation. • Accountable for delivering against annual plans with major contribution to plans for subsequent years. Acts as lynchpin between overall strategic direction and practical deployment of resources to achieve agreed outcomes. 	
• Key Responsibilities	
<ul style="list-style-type: none"> • Be accountable for operational delivery of high quality customer-focussed services working with service users, partners and stakeholders • Be fully accountable for the development and management of devolved operational and capital budgets for the area managed, including developing and agreeing business plans, and contribute to development of strategy for the whole service • Lead service transformation, motivating, developing and managing staff through change • Develop and maintain effective collaborative working relationships with key strategic partners including Members, government agencies, suppliers, third sector and council departments 	

- Lead the Service in developing best practice, setting objectives and performance measures
- Be accountable for compliance with statutory duties, internal and external audit requirements and service standards

Role Specific Accountabilities

- To lead on the delivery of planned maintenance and improvement programmes and major capital projects to council housing stock - approximately 11,550 tenanted homes and 2,900 leasehold properties.
- To lead the development, delivery and review of the HRA Asset Management Strategy and Housing Capital Programme.
- To lead the Council's housing resident health and safety programme
- To lead the procurement and contract management of a range of capital investment, maintenance, technical services and consultancy service contracts as required to deliver the asset management plan and fulfil the Council's related statutory responsibilities
- Leading and manage all aspects of the existing housing maintenance, property asset, mechanical & electrical, cyclical and planned maintenance programmes, major improvement works, leaseholder services and regeneration projects.
- To meet the objectives our residents have set for us to deliver in relation to future delivery of repairs and improvement services for our council housing stock
 - Excellent customer service including the ability to self-serve and greater direct customer access to services
 - A strong focus on pro-active maintenance of existing assets
 - Increased transparency, control and accountability around cost, programme information and quality assurance
 - Demonstration of value for money combined with the inclusion of social value requirements in order to secure added economic, social or environmental benefits for the local area.

Key Personal Attributes

- Experience of leading and managing multidisciplinary teams, enabling others, dealing with problems and developing people - including setting objectives and managing performance.
- Ability to make change happen and implement transformation programmes and keep staff motivated through the change
- Experience of contract management and commissioning of services or demonstrable equivalent knowledge
- Demonstrable knowledge of the issues facing local authorities and statutory and regulatory frameworks, policies and procedures relating to the area managed
- Experience of managing large and complex budgets

• Role Specific Attributes

- Demonstrable and in depth knowledge of housing policy and housing legislation
- Relevant degree or equivalent experience
- A strong commitment to high quality customer service
- Experience of working at a senior level with council cabinets, boards and committees in a highly complex political environment
- Strong interpersonal and influencing skills with the ability to create and sustain networks within and outside the council
- Substantial knowledge of investment, repairs and maintenance strategies and quality and performance standards
- Demonstrable knowledge of procurement regulations, contract management, contract procurement methods and contract documentation
- Demonstrable experience of budget planning and control, financial cost modelling and life cycle costing

• General Accountabilities

- Uphold and promote the aims of the Council's Equality and Diversity policies to ensure non-discriminatory practices in all aspects of work. Ensure that equality and diversity are embedded in the way the directorate is led, managed and its services are delivered.

- To be accountable for safeguarding and effective exploitation of all data and information systems within the area(s) managed in line with corporate risk management protocols, and in collaboration with services across the organisation.
- To ensure that all operations are conducted in accordance with the council's Health & Safety policy and all relevant legislation, demonstrating leadership and commitment to continuous improvement in health & safety performance.
- Uphold the Nolan Principles, which are the basis of the ethical standards expected of public office holders.
- To participate in out of hours management arrangements as required by the needs of the service