

<b>Role Title</b>	<b>Head of Housing Engagement &amp; Service Improvement</b>
<b>Job Family</b>	<b>Place Directorate</b>
<b>Competency Level</b>	<b>Head of Service</b>
<b>Pay Scale</b>	<b>PO10</b>
<b>Purpose</b>	
To lead, plan, develop and deliver a range of expert professional services within Housing Engagement & Service Improvement. To support the development, management and delivery of Council services. Manage staff responsible for service delivery / support within the service area. To ensure the Council maximises service outcomes in relation to cost.	
<b>Generic Accountabilities</b>	<b>End Results/ Outcomes</b>
Plan and ensure service delivery within a complex / diverse service area. Control operational activities within the service area and ensure professional standards are delivered.	<p>The service is delivered to the quality, Council, professional and legislative standards required.</p> <p>Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.</p> <p>Corporate strategies are effectively implemented within area of responsibility.</p> <p>External inspections are managed effectively.</p> <p>Service delivers excellent customer service.</p>
<p>Manage responses to complex professional or politically sensitive issues within the area of responsibility.</p> <p>Manage key relationships with delivery partners /providers /suppliers to commission / manage / evaluate / enhance appropriate service delivery / capacity within area of responsibility.</p>	<p>Expert opinion, advice, supports and interpretation is provided on all aspects of the area of responsibility, including major decisions.</p> <p>Major issues are managed through to a satisfactory conclusion.</p> <p>Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.</p>

	<p>Customer outcomes are clearly understood and specified.</p> <p>Services / goods are delivered on time, to budget and standards agreed.</p> <p>Opportunities to improve delivery / capacity of provision are proactively identified and actioned.</p> <p>Suppliers and supply chains are resilient and adaptable to meet changing needs.</p> <p>Expected operational efficiencies are realised.</p>
<p>Develops service plans to meet strategic business goals. Ensure compliance with all internal and external standards.</p>	<p>Service plan and targets for area of responsibility are developed from Council's overall strategic directives and agreed and communicated within required timeframe.</p> <p>Strategic and operational input is provided to wider business planning and development.</p> <p>Progress against objectives is effectively monitored and delivered.</p>
<p>Ensure the development and delivery of continuous improvements in all aspects of the service.</p>	<p>Improvements are developed and delivered effectively.</p> <p>Stakeholder requirements are met.</p>
<p>Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.</p>	<p>The team is highly competent, effective, motivated and outcomes focussed.</p> <p>Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.</p> <p>Effective team meetings take place to required timescales.</p>

<p>Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.</p>	<p>Resources including, equipment, people, and systems are utilised optimally and efficiently.</p> <p>Annual budget is planned, developed and delivered. Value for money is maximised.</p> <p>Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.</p>
<p>Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained.</p>	<p>Safeguarding standards are monitored and maintained in compliance with Council policy.</p> <p>Appropriate safeguarding training is provided.</p>
<p>Implement a risk management programme and advise on issues affecting Council service areas.</p>	<p>Business threatening situations are recognised, planned for and managed or escalated as appropriate.</p> <p>Systems and governance are in place to and respond promptly to critical events.</p> <p>Continuous service is provided.</p>
<p>Ensure the successful implementation of health and safety legislation, policies and practices.</p>	<p>Risks to staff and others are assessed and managed.</p> <p>Suitable health and safety instruction and training are provided.</p> <p>There is a safe working environment.</p>
<p><b>Job Specific Accountabilities:</b></p>	
<p>Provide strategic and operational leadership to the delivery of Housing Engagement &amp; Service Improvement function.</p> <p>Lead delivery of an exceptional complaints and enquiries service, prioritising customer experience and ensuring compliance with the Housing Ombudsman's Code. Provide strategic and operational leadership to managing relationship with the Housing Ombudsman Service including timely and effective responses to orders and determinations.</p>	<p>The Council's Housing Engagement &amp; Service Improvement function is managed in a way that delivers the Council's objectives.</p>

<p>Provide strategic and operational leadership to ensure the Housing Engagement Service meets the objectives set out in the resident engagement strategy and the strategy is developed in a creative and flexible way.</p> <p>To ensure that the service provides a wide range of involvement opportunities which give residents influence over local and strategic decision- making.</p> <p>To ensure the effective delivery of a programme of resident led scrutiny reviews to support the meaningful improvement of services across the Housing department.</p>	<p>Objectives in the strategy are met, the strategy is regularly reviewed and the Council is at the forefront of resident engagement.</p> <p>Residents who are representative of the WF community are involved and make a meaningful contribution to decision making.</p> <p>Residents have an influence over the shape of services.</p>
<p>Provide strategic and operational leadership to ensure the Housing Community Facilities Service is wide ranging and inclusive and reflects the needs of the Borough's communities.</p> <p>To ensure the Council maximises its income through the effective promotion and management of its Housing Community Facilities.</p>	<p>The Council has community facilities which offer opportunities for everyone in the community and which are fully used.</p> <p>Income is generated for the Council.</p>
<p>Provide strategic and operational leadership to ensure the Housing Engagement and Improvement Service develops and implements an approach which will ensure the voice of the customer is heard across the division and is used to shape services</p> <p>Lead the service improvement team to utilise a range of resident insight data and sector good practice to deliver a programme of insight driven service improvements, ensuring operational services are compliant with regulatory requirements.</p>	<p>Residents are at the centre of the service, feedback is analysed and changes implemented to improve policies, processes and the service offered across the whole of Housing Operations.</p> <p>The Council delivers excellent services with high levels of resident satisfaction.</p> <p>The Council maximises its income and reduces its debt.</p>
<p>To act as the lead for comms across the Housing department and ensure SLA is developed, implemented and regularly reviewed.</p>	<p>The Council has a high profile and positive image as an excellent social landlord.</p> <p>The Council's housing residents are well informed and celebrated for their role as members of the wider community.</p>

<p>Ensure continuous, tangible improvements to front line services and ensure services procured externally meet agreed quality standards and deliver value for money.</p>	<p>High quality, value for money services are easy to access and tailored to individual needs.</p> <p>Services are co-designed with residents.</p> <p>Resident satisfaction is high.</p>
<p>Work closely with other colleagues across Housing and the wider council to deliver a joined up and coherent approach to housing operations.</p>	<p>Positive and constructive relationship are formed and developed in the department and across the wider council.</p>

**Nature of Contacts**

Senior managers, directors, members and equivalent level external contacts, key stakeholder's partners and providers, to identify / meet requirements, generate and co-ordinate original ideas and develop council and partnership wide policy and service delivery. To provide expert advice, guidance and support on highly complex / sensitive issues. Communicate changes in policy, strategies and working practice both internally and to partner organisations / stakeholders.

Build and sustain effective relationships with all internal and external stakeholders. Work in partnership with internal and external contacts to develop and maintain joint working and promote the Council position. Co-ordinate partnership working activities and internal / external working groups. Influence their decisions.

**Procedural Context**

Manage highly complex / high risk issues within a framework of policy and regulatory guidelines. Objectives and targets are developed and agreed in line with service plan. High level of discretion and use of initiative in deciding what course of action to take. Exercise expert judgement in assessing complex stakeholder requirements, potential risk and managing quality assurance of service.

Significant expert knowledge and significant experience is required to resolve highly complex issues and proactively anticipate and mitigate problems. Design and develop innovative solutions which enhance the quality and efficiency of services and reputation of the council.

Occasionally the post will be expected to work from other locations

**Key Facts and Figures**

Enable others to understand changes and developments in relevant area and learn new processes / procedures.

Responsible for ensuring contractors / providers deliver to agreed standards.

May manage project teams of both internal staff and external contractors / consultants.

Responsible for monitoring and controlling the budget of a council service

Employees directly managed with be senior managers, each responsible for significant resources and operational service delivery

### Resourcing

Budget Responsibilities: Staffing budgets up to £1 million, project budgets up to £1 million and income budgets up to £250k

Supervisory Responsibilities: Reports to the Assistant Director Housing – People Services.

Has direct line management responsibility for 2 senior managers and overall responsibility for 2 team leaders, and 10 officers.

### Knowledge, Skills and Experience

- Senior management experience, including translating organisational drivers into strategic objectives, longer term plans, new ways of working and specific outcomes, for a portfolio of services in a large public sector organisation (preferably local government)
- Proven ability to manage a variety of activities across a range of professional areas of expertise and oversee their achievement in line with the organisation's strategic goals
- Extensive knowledge of the major issues facing local government
- Extensive and comprehensive knowledge and understanding of the national policy context, requirement and future direction for relevant service areas
- Proven track record of accountability for significant budgets and ensuring delivery of services within agreed resources
- Proven ability to drive through and deliver effective performance management within own organisation and understanding of the performance management process in partnership arrangements
- Significant experience of creating, leading and sustaining partnerships both internally and externally to achieve shared objectives and synergies
- Experience of persuading a wide range of stakeholders to work together, encouraging an organisational focus on the needs of the community
- Authority and credibility to work effectively in a political environment and establish positive relationships with Members
- Excellent interpersonal, communication and presentation skills, with proven ability to communicate effectively to a wide range of audiences both horizontally and vertically throughout the organisation
- Proven track record of operating strategically to identify, initiate and oversee projects and policy development

**Indicative Qualifications**

Educated to degree standard or equivalent

Relevant professional qualification

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.