

Role Title	Housing Partnerships Manager
Job Family	Place Directorate
Competency Level	Principal Officer/Manager
Pay Scale	PO6
Purpose	
<p>To strategically manage, develop, organise, and control the councils Tenant Management Organisations (TMO's) Management Agreements; and the Housing Compact partnership arrangements with registered providers (RPs) and housing associations (HAs). Ensure the delivery of the service meets all Council, professional and legislative requirements.</p> <p>Support the Housing Strategy division and lead member to realise their housing ambitions.</p>	
Generic Accountabilities	End Results/Outcomes
<p>Plan and ensure service delivery within a diverse environment. Control activities within the service area and ensure professional standards are delivered.</p>	<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>Service delivers excellent customer service.</p>
<p>Advise Senior Managers, Members and others on issues relevant to the service area. Provide professional challenge and advice to colleagues, managers and partner organisations.</p>	<p>Expert professional advice, interpretation, information, support and challenge are provided to Waltham Forest and external parties on the full range of operational, legislative and strategic issues within the field of expertise.</p> <p>Responses to major corporate or partner initiatives / complex operational issues are managed effectively.</p> <p>Major issues are managed through to a satisfactory conclusion with final decisions being made by Head of Service/Senior Management.</p> <p>Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.</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>Instrumental in ensuring a workforce development strategy is designed and delivered, including induction of new staff.</p> <p>The team is highly competent, effective, motivated and</p>

	<p>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>Regular supervision is undertaken and clear objectives set and monitored through the Council's Appraisal process.</p>
Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.	<p>Resources including equipment, people, and systems are utilised optimally and efficiently.</p> <p>Budgets are 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>
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	<p>Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.</p> <p>Evidence based recommendations are made.</p>
Ensure the successful implementation of health and safety legislation, policies and practices.	<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>
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Job-specific Accountabilities	End Results/Outcomes
Strategic lead for contract and relationship management of the borough's TMO's – budget circa £1.5m	<p>Ensure that TMO's meet the agreed objectives of their business plans and any other set programmes.</p> <p>Robust project / programme management in place</p>
To develop and lead the ongoing development and delivery of the Housing Compact with Registered Providers (RP's).	<p>Excellent relations developed and maintained with delivery of the Compact objectives with RP's.</p> <p>The Council and its elected members have a high-quality experience of the services and community support offered by registered providers and TMOs.</p>

Job-specific Accountabilities	End Results/Outcomes
Support the Head of Housing Strategy and Partnerships on departmental initiatives, directorate co-ordination and Council wide work	Initiatives and other projects developed and delivered to timescale and standard.
To develop and lead partnerships across the housing department, including the ongoing development and delivery of the Housing Compact with Registered Providers (RP's) and TMO's.	Excellent relations developed and maintained with delivery with partners such as RP's. The Council and its elected members have a high-quality experience of the services and community support offered by partners such as registered providers and TMOs.
To be responsible for monitoring liaison with TMO's, to lead compliance with management agreements, governance standards, audits of management systems, standing orders, legal requirements, national and local objectives, adequate regulation, and regular performance reviews.	Management Agreement is correctly implemented. Effective regulation and compliance is in place TMO's comply with Social Housing Regulators (SHR) requirements.
To effectively communicate with internal and external customers to ensure TMO allowances and calculations for services are properly considered and ensure TMOs have effective communication plans and channels for all stakeholders and services. Make use of the feedback from complaints to develop the TMO Service.	Effective communication regarding all aspects of TMO service delivery is developed.
To develop a comprehensive, comparative performance data analysis internally and externally including benchmarking, as appropriate, and present information to Waltham Forest as appropriate.	A robust performance management framework is developed and implemented across the TMOs An accurate assessment of performance against targets. Monitoring and reporting arrangements for TMO's performance for key strategies such as the SHR Tenants Satisfaction Measures (TSM's), policies and projects and audit programmes are completed.
Responsibility for annualised service planning and regular review against agreed objectives and targets set within SMART framework, including regular performance management	Service plans are developed. SMART performance targets are delivered to timescale and standard.
To identify where there is a lack of a current and coherent procedure and liaise with the officer responsible for procedures to draft a new or replacement procedure.	Policies and procedures are developed with relevant colleagues

Attend TMO Annual General Meetings and TMO Board Meetings regularly to demonstrate presence and support ensuring financial compliance and regulation are observed.	Ensuring the TMO Management Agreement is complied with.
Put appropriate systems in place to ensure the Council effectively fulfils its own obligations to TMOs including payment of allowances, allocation of new tenants, and completion of repairs and consultation of new policies.	Councils' obligations to TMOs are fulfilled, and links with relevant council departments are engaged as necessary.
To liaise with external agencies including the Tenant Services Authority, DLUCH, SHR; Housing Ombudsman; Local Authority Co-Op Officers group the National Federation of TMO's.	Key stakeholders are liaised with as necessary.
To work with Heads of Service to identify, manage and mitigate risk within the TMO Services function and to develop strategic training plans which address corporate needs and ensure that there are internal controls in place and that they are operating effectively.	TMO risk is suitably managed and adequate corporate controls are put in place by TMOs
Manage administer and develop the Housing Compact with RP's.	The outcomes and agreed programme of the Housing Compact Liaise are developed and delivered.
Develop best practice, joint working, new strategies and pilots with RP's through the Housing Compact for the benefit of residents.	An exemplar partnership arrangement is developed through the Housing Compact.
Effectively manage the duties of the TMO Management Officer and the Housing Partnership Officer	Relevant officers are supervised, work is allocated and monitored. Take responsibility for their training and development. Ensure officers are aware of standards, expectations, and timescales through establishing clear lines of responsibility and accountability. Ensure continuity and sustainability of services and take action as necessary in accordance with Waltham Forest Councils procedures and frameworks. Build trust, high levels of morale and good team working.
Required to work outside of normal office hours and to attend evening meetings or committees.	An accessible service is provided to all stakeholders including elected members and residents
Deputise for the Head of Housing Strategy and Partnerships as required	Suitable cover for the head of service is provided as required

Nature of Contacts
<p>Liaise with senior managers, directors, members, and equivalent levels in external bodies and partners. Initiate proactive contact and relationship forming negotiations within a technical and political environment. Consult with stakeholders to identify requirements. Lead partnership working with internal / external services / organisations.</p> <p>Represent the Head of Housing Strategy and Partnerships at inter departmental working groups as appropriate.</p> <p>Represent the Council, service, or Directorate at internal and external groups organisations.</p> <p>Communicate with officers, elected Members, partner organisations, members of the public, service users and other relevant stakeholders.</p> <p>Work closely and in partnership with colleagues across the authority and the Councils external partners e.g., SHR, Housing Ombudsman, GLA, TMO's, Housing Compact partners</p>
Procedural Context
<p>Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation.</p> <p>Control the deployment and allocation of service resources within overall corporate and legislative framework. Accountable for the performance of the service area against agreed objectives. Develop service plan for area of responsibility and contribute to term wider service planning. Professionally accountable for interventions within area of responsibility.</p> <p>Manage complex issues within a framework of policy and procedures. Creative and innovative problem solving of complex issues, often in situations where there is ambiguity, and a significant degree of judgement is required in relation to risks outside the remit of existing policy. Think and act strategically in decision making in a complex professional and political environment.</p> <p>Development of policies and procedures and strategy for own area. Lead in partnership development, working with a range of agencies and extended services to meet strategic, legislative and Government policy requirements.</p> <p>Occasionally the post will be expected to work from other locations.</p> <p>Post holder will oversee operational decisions.</p> <p>Post holder will normally report into Head of Service.</p>
Key Facts and Figures



Resourcing

Staff Management -

TMO Management Officer x 1

Housing Partnership Officer x1

Budget Responsibilities -

Service controllable 150k (Salaries); Other Budgets £1.5m

Reports to Head of Housing Strategy and Partnerships

Knowledge, Skills, and Experience

- Excellent partnership working skills and the ability to develop and manage diverse partnerships.
- Experience and track record of scoping and developing, cross functional housing policies and projects
- Experience of programme and project planning and management skills of large and complex programmes with minimal supervision
- Experience of managing budgets and resources.
- Excellent communication skills including the ability to write and present high level briefings.
- Authority and credibility to build relationships influence and engage successfully with colleagues, partners and clients at all levels in complex or politically sensitive situations.
- Excellent research, analysis, interpretation and evaluation skills, demonstrating the ability to identify and diagnose complex problems/issues / requirements and develop innovative strategic solutions.
- Initiative, strategic and political awareness demonstrated in problem solving and decision making.
- Excellent time management skills to manage a complex workload prioritise and set deadlines and cope with conflicting and changing demands.
- Good ICT skills - both standard Microsoft applications and specialist systems.

Indicative Qualifications

Degree level or equivalent

Relevant professional qualification

Professional membership of relevant organisation

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 that 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.