



number one for
service and value

Job Profile

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| Job Title: Head of Housing Services (Assessments and Adaptations) | Grade: MG3 |
| Section: Assessment and Adaptations | Department: Housing & Regeneration |
| Responsible to: Assistant Director - Housing Services | Responsible for: 1x Homelessness Prevention and Sustainment Manager (Richmond) 1 x Housing Assessment and Reviews Manager (Both SSA boroughs) 1 x Home Improvement Agency Manager (Both SSA boroughs) 1 x Rough Sleeper Coordinator (both SSA Boroughs) and circa 55 staff across the teams they manage, |
| Post Number/s: | Date February 2024 |

Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of forging change in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose:

To ensure the delivery of high quality, lawful services within budget and against agreed performance frameworks.

To provide proactive, supportive and structured leadership to managers and staff and, with senior colleagues, across the wider division.



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To advise and support elected members in the delivery of their priorities and in their resident based casework.

Specific Duties and Responsibilities:

1. To provide leadership to a multi-disciplinary section of 4 component teams providing housing services for and located across both boroughs, ensuring the highest standards of service delivery and performance whilst achieving optimum cost effectiveness across all teams.
2. To coordinate the work of those teams, comprising around 55 posts, against known and emerging policy, practice and demand led frameworks. To lead on the provision of high-quality services covering:
 - The prevention of homelessness and the promotion of housing options in Richmond including the provision of housing advice and tenancy relations;
 - The assessment of applications under Housing Allocations provisions; (across both boroughs) including Statutory and other reviews and appeals activity (across both boroughs)
 - The Home Improvement Agency (across both boroughs)
 - Tackling Rough Sleeping (across both boroughs)
3. To provide expert advice and guidance to leading Councillors in both boroughs, maintaining appropriate differentiation where necessary between differing political and policy drivers in view of the respective sovereignty of each Council. To draft complex reports on issues of major policy to the scrutiny and decision-making Committees of both Councils and to present them as necessary.
4. To lead on formulating and submitting bids to various statutory and non-statutory bodies for funding to assist tackling homelessness and specifically rough sleeping. To manage performance and expenditure against funded bids in compliance with all funding conditions and act as principal liaison point with the funding organisation(s). To contract manage agencies sub-contracted to fulfil funded areas of activity, against performance frameworks and financial requirements.
5. To lead on the work of the Home Improvement Agency to achieve performance targets within approved/available capital, revenue, and income budgets across different housing sectors, working collaboratively with partners across the public and voluntary sectors. To ensure appropriate quality control for adaptations – large or small, standard or bespoke - delivered through the agency.
6. To ensure legal compliance with the Council's statutory duties towards the homeless and best practice in case-based assessments and decision making. To



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achieve targets for homelessness prevention and the relief of homelessness in a timely and efficient manner, minimizing risk of challenge or criticism.

7. To act as budget supervisor for each borough's sovereign expenditure, income and capital budgets; managing within each borough's financial frameworks and in line with standing orders and best audit practice. Combined budgets will total several million pounds.
8. To ensure that all services within the post holders' control are provided in a lawful and effective manner, and that services are regularly reviewed to ensure innovation and continuous improvement.
9. To represent the Division and/or department at a senior level on a variety of fora, including those convened on a statutory footing, including lobbying and policy shaping on a sub-regional and pan London basis.
10. To lead on Human Resources issues across the teams managed, ensuring full and consistent application of the personnel procedures and process. To support and develop all staff to feel engaged and fulfilled in their working lives.
11. To work in the corporate interest across divisions and departments; issues and challenges, undertaking a range of problem-solving roles as required.
12. To authorise major expenditure items and actions which involve a significant degree of financial commitment and/or reputational risk e.g. to approve litigation in the High(er) Courts. To issue statutory and other decisions, provide evidence and make declarations as necessary.

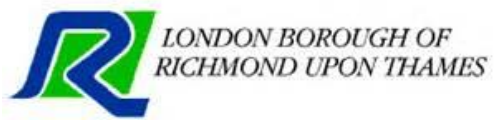
Generic Duties and Responsibilities

- To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
- To promote equality, diversity, and inclusion for all, maintaining an awareness of the equality and diversity protocol/policy and work to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand the duties and responsibilities arising from the Children's Act 2004, the London Child Protection Procedures and Working Together to Safeguard Children and Young People, as this applies to your role within the council.



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- The profile is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.
 - To ensure that the services for both Councils are dealt with on an equitable basis to deliver the standards required for each, as agreed annually by the Executives of both Councils.
 - To provide strategic, operational and motivational leadership of staff, providing a visible presence to the workforce and promoting a good working environment with the primary aim of delivering high quality services.
 - To provide effective management of staff, including recruitment, training, development and appropriate application of policies and codes of practice on staffing matters.
 - To advise and support Members on all relevant service matters, including advising on legislative developments, making policy proposals, commenting on reports, and attending Member meetings
 - To advise and support senior managers on relevant service and other matters, including advising on legislative developments, policy proposals, committee reports
 - To ensure business and budget plans are produced for all functions within the service and ensure they are effectively managed within the approved budgets.
 - To ensure that performance review and improvement and customer focus is embedded within services, as well as seeking innovative and creative solutions to securing highest quality and value for money services.
 - To effectively manage programmes and projects to ensure they deliver on time and within agreed budgets.
 - To ensure that residents and stakeholders are actively engaged in the future of the service services and are able to influence decision making. In Richmond, a key mechanism for this will be the village planning programme.
 - To ensure that effective commissioning, market testing and contract management of services processes are in place and operating to all required standards, ensuring delivery to specification and within budget; and to manage processes for the timely re-procurement of relevant contracts in liaison with procurement and legal
 - To promote and develop good working relations and collaborative arrangements with relevant third party organisations agencies including private, voluntary and other public organisations, to forge effective partnership working.
 - To represent the SSA, and where appropriate customers, in dealing with external organisations
 - To act as deputy for the Assistant Director – Housing Services as required.



Additional Information

Clean driving license and/or able to travel around and outside of the two boroughs.

To regularly work outside of usual working hours and such hours as are necessary to successfully perform the role.

To attend where necessary civil emergencies to coordinate any rehousing demand.



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| Post Number/s: | Date February 2024 |

Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the SSA and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

| Person Specification Requirements | | | Assessed by A/I/T/C (see below for explanation) |
|--|-----------|-----------|---|
| Knowledge | Essential | Desirable | Assessed |
| Detailed knowledge of homeless legislation and relevant Codes of Guidance. | X | | A / I |
| Detailed knowledge of Landlord and Tenant legislation. | X | | A / I |
| Detailed knowledge of the welfare reform agenda. | X | | A / I |

| Experience | Essential | Desirable | Assessed |
|---|------------------|------------------|-----------------|
| Experience of managing multi disciplinary teams. | X | | A / I |
| Experience of managing complex budgets. | X | | A / I |
| Carrying out S202 and other reviews. | X | | A / I |
| Skills | Essential | Desirable | Assessed |
| Ability to demonstrate strong negotiation and mediation skills in agreeing rates in procuring accommodation. | X | | A / I |
| Managing and supervising teams within a performance framework based in different locations and being able to respond quickly to changing priorities. | X | | A / I |
| Proven ability to devise, implement and manage innovative strategies and projects aimed at reducing the demands on social housing as well as preventing homelessness. | X | | A / I |
| Able to respond robustly to complex enquiries from external agencies within deadline. | X | | A / I |
| Qualifications | Essential | Desirable | Assessed |
| N/A | | | |