

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Housing Policy and Performance Officer	<b>Grade:</b> PO3-PO6
<b>Section:</b> Policy and Performance	<b>Directorate:</b> Housing
<b>Responsible to following manager:</b> Head of Policy and Performance (Housing Strategy, Compliance and Enabling)	<b>Responsible for following staff:</b> As directed temporary staff/trainees
<b>Post Number/s:</b> 1	<b>Last review date:</b> January 2025

#### Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth 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.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

#### Job Purpose

The post holder will support the Head of Housing Policy and Performance in the delivery of key housing policy analysis, policy development, service review, performance analysis, and project oversight, including undertaking and commissioning research and supporting funding applications.



The post holder will take a leading role in driving forward all aspects of housing policy work ensuring that the Department is fully compliant with legislative and regulatory requirements. A key aspect of career progression will be to lead on major projects for the Department.

As required undertakes a supervisory role for temporary members of staff and/or trainee posts and provides client-side services where work is contracted.

### **Specific Duties and Responsibilities**

1. To keep abreast of key policy developments as they affect the Department and its services. Assists in the development of the Councils' housing strategies, policies and plans.
2. Undertakes research and detailed policy analysis in the housing policy field to determine implications for the Department arising from any policy or legislation changes. Includes keeping up-to-date with best practice in the sector and critically assessing the opportunities for learning.
3. To work collaboratively with services on all aspects of housing policy development, analysis and project delivery.
4. To lead on the preparation of policy reports for management, Director and member review and for committees of the councils. This will include providing informed responses to government consultations.
5. Interprets, collates and reports relevant data for the Department for performance and business improvement. This will include reviewing and providing critical analysis of performance in delivering against housing related objectives and making recommendations as required.
6. Commissions and arranges consultative exercises to promote resident engagement and make recommendations for improved service delivery. This will include design of surveys, management of relevant contracts and presenting findings to senior managers and residents.
7. To lead on resident publications and content on the housing webpages.
8. Develops training courses in relation to housing policy to ensure compliance with council standards of service delivery and statutory and regulatory requirements.
9. Leads on ensuring the Department demonstrates it is meeting its Adult and Children safeguarding responsibilities. This will include the delivery of a training programme to ensure that safeguarding responsibilities are being met.



10. Acts as the Housing Department's lead officer in developing, reviewing and updating inter agency protocols and policies.
11. Represents the Department at both internal inter agency meetings and external meetings with Government, civil servants and other professional bodies. Contributes to the work of those groups and, as required, chairs meetings.
12. To lead projects that deliver successful service reviews and delivery of high-profile cross cutting projects and coordinate the development of detailed and full recommendations for housing policy or service changes.
13. Develops areas of policy / review / project expertise and ensures that relevant service heads are kept fully abreast of changes or developments and practice is amended to reflect these.
14. To respond directly to enquiries from Members, including Executive Members.
15. 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.

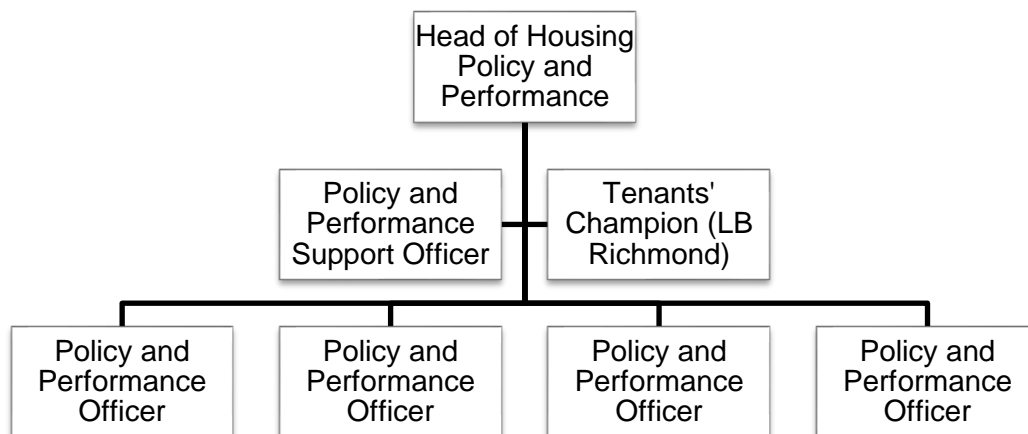
### **Generic Duties and Responsibilities**

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working 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 both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the 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.

**Additional Information**

- The post is managed by the Head of Housing Policy and Performance with the work programme and areas of responsibility agreed with this Manager and the Director of Strategy, Compliance and Enabling. The post holder will be expected to have the skills and experience to undertake work and projects to a high degree independently and provide working material as good first draft for review.
- As necessary the post will provide supervision to temporary and trainee posts.
- 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.

**Team structure**



## Person Specification

<b>Job Title:</b> Housing Policy and Performance Officer	<b>Grade:</b> PO3 – PO6
<b>Section:</b> Policy and Performance	<b>Directorate:</b> Housing
<b>Responsible to:</b> Head of Policy and Performance	<b>Responsible for:</b> As directed temporary staff/trainees
<b>Post Number/s:</b> 1	<b>Last Review Date:</b> January 2025

### Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership 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
Knowledge and understanding of national and regional housing statute, guidance and policy and how they apply to local authorities.	<b>X</b>		<b>A&amp;I</b>
Knowledge of policy development as it relates to local government and the delivery of services. Specifically, knowledge of housing services including housing advice and homelessness, housing management and development services.		<b>X</b>	<b>A&amp;I</b>

An understanding of wider council and corporate objectives and how housing services can assist in delivering these objectives.		<b>X</b>	<b>A&amp;I</b>
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Experience of working in the social housing field and/or policy/project field.	<b>X</b>		<b>A</b>
Experience of analysis of data and information for performance and scrutiny purposes.	<b>X</b>		<b>A&amp;I</b>
Experience of report writing to a high standard, including developing and producing housing related procedures and plans.	<b>X</b>		<b>A&amp;I</b>
Experience of successfully managing own workload in an environment where deadlines and priorities frequently change and are often conflicting.	<b>X</b>		<b>A&amp;I</b>
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Ability to accurately analyse numeric, textual and performance data and present your findings in a clear and coherent way to a variety of audiences.		<b>X</b>	<b>A&amp;T</b>
Ability to communicate effectively and authoritatively both orally and in writing, with councillors, officers, partner organisations and the public.	<b>X</b>		<b>A&amp;I</b>
Demonstrable ability to use IT applications to manage and manipulate information and of researching information from a variety of sources to present it in a consistent, concise and understandable way, both orally and in writing.	<b>X</b>		<b>A&amp;I</b>
Experience of managing a complex workload, achieving targets and responding flexibly to changing needs and priorities, often with limited supervision.	<b>X</b>		<b>A&amp;I</b>
Good negotiating skills with internal and external directorates and agencies that have led to positive outcomes.		<b>X</b>	<b>A&amp;I</b>
Ability to work both independently and as an effective team member, using	<b>X</b>		<b>A&amp;I</b>

initiative and adapting to changing priorities and deadlines in a calm, well-organised and methodical manner.			
Ability to oversee the delivery of projects / programmes <u>and/or</u> leading reviews of housing services and making recommendations for change.		<b>X</b>	<b>A&amp;I</b>
<b>Qualifications</b>			
Educated to degree level in a related subject area or equivalent through work experience.	<b>X</b>		<b>A&amp;C</b>

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**