

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Executive Director of Housing	Grade: Hay 2
Section: Housing	Directorate: Housing
Responsible to following manager: Chief Executive Officer / Head of Paid Service	Responsible for following staff: Housing Directorate, final structure TBC
Post Number/s: TBC	Last review date:

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

Job Purpose

As the senior officer responsible for housing, the Executive Director of Housing will provide visible, authoritative and accountable leadership of housing services across Richmond and Wandsworth Councils. The postholder will translate the political priorities of each sovereign council into high-quality, lawful and financially sustainable services, while recognising their different housing contexts and governance arrangements.

The postholder will have executive accountability for housing management and landlord services in Wandsworth, and for homelessness, housing needs, allocations, temporary accommodation, housing strategy and enabling across both councils. Richmond's former council housing stock is owned and managed by Richmond Housing Partnership, making strategic registered-provider relationships an important part of the role.

The role will lead delivery of the Housing Improvement and Transformation Plan, secure sustained regulatory compliance, strengthen resident influence, improve safety and service quality, and reduce homelessness and the financial pressure arising from temporary accommodation. The postholder will be the principal professional adviser on housing to Members, the Chief Executive and Directors' Board.

Specific Duties and Responsibilities

1. Corporate and executive leadership

- Act as a full member of Directors' Board, sharing accountability for the strategic direction, organisational health and effective management of both councils.
- Provide robust, impartial and timely professional advice to Members, the Chief Executive, committees and senior officers on housing policy, delivery, risk, regulation and investment.
- Translate different political priorities into deliverable strategies, service plans, investment programmes and measurable outcomes while respecting the sovereignty of each council.
- Exercise sound judgement in complex, sensitive and high-profile circumstances, including when to escalate matters to the Chief Executive, Members, Directors' Board, regulators or other bodies.
- Lead effectively through ambiguity, resistance and organisational change, bringing staff, residents, Members, partners and stakeholders with the councils.
- Represent the councils with government, the Greater London Authority, London Councils, regulators, registered providers and other strategic partners.

2. Leadership, culture and organisational capability

- Create a culture of accountability, openness, learning, respectful challenge and continuous improvement, with clear ownership for performance and resident outcomes.

- Lead, motivate and develop a high-performing, inclusive Housing Directorate with effective succession planning and the professional capability needed to deliver safe and responsive services.
- Address poor performance, weak controls and behaviours that are inconsistent with the councils' values promptly and fairly.
- Build a strong, cohesive senior leadership team able to operate across strategic and operational boundaries and across both councils.
- Ensure workforce plans, capacity, skills and leadership development support the future operating model and the sustained delivery of improvement.

3. Housing improvement and transformation

- Hold executive accountability for the Housing Improvement and Transformation Plan, ensuring actions, milestones, dependencies, resources, risks and resident outcomes are clearly defined, owned and delivered.
- Establish rigorous programme governance and assurance, with accurate and transparent reporting to Members, the Chief Executive, Directors' Board and relevant committees.
- Ensure improvement activity responds to regulatory findings, root-cause analysis, audit recommendations, Housing Ombudsman findings, complaints, resident feedback and operational evidence.
- Maintain pace and discipline, intervening where milestones, quality, cost or outcomes are at risk, and embed improvements into business-as-usual practice.
- Demonstrate measurable impact through safer homes, improved repairs and stock condition, better complaints handling, stronger resident engagement, better value for money and sustained regulatory compliance.

4. Regulatory assurance, safety and crisis leadership

- Act as the senior accountable officer for compliance with the Regulator of Social Housing consumer standards and lead the councils' relationship with the regulator.
- Ensure robust self-assessment, evidence and assurance against all relevant consumer standards, the Housing Ombudsman Complaint Handling Code and subsequent regulatory requirements.
- Provide executive oversight of landlord health and safety, building safety and other statutory compliance obligations, supported by complete records, reliable data and clear audit trails.
- Lead effectively through high-risk, high-profile or crisis situations, including serious incidents, regulatory concerns, major service failures and critical operational or reputational risks.
- Ensure material breaches, emerging risks and control failures are identified early, escalated promptly and subject to effective corrective action and independent assurance where appropriate.
- Lead the Directorate's contribution to emergency planning, business continuity and major incident response.

5. Landlord services and resident outcomes

- Provide executive leadership for housing management, tenancy and leasehold services, estates, repairs and maintenance, asset management, planned investment, building safety and resident engagement in Wandsworth.
- Ensure tenants and leaseholders receive safe, well-maintained homes and accessible, responsive and respectful services.
- Embed resident voice and scrutiny in strategy, service design and improvement, ensuring residents can see how feedback has influenced decisions.
- Establish clear service standards and performance measures, including Tenant Satisfaction Measures, with transparent reporting and decisive action where performance falls short.
- Use stock-condition, compliance and resident data to inform investment, maintenance and risk decisions.

6. Homelessness, housing needs and temporary accommodation

- Provide executive leadership for homelessness prevention and relief, housing options, statutory assessments and reviews, rough sleeping, allocations, lettings, temporary accommodation and tenancy sustainment across both councils.
- Ensure statutory duties are met and decisions are lawful, timely, fair and supported by effective quality assurance.
- Drive earlier intervention and prevention to reduce homelessness, repeat homelessness and avoidable use of temporary accommodation.
- Improve the supply, quality and cost-effectiveness of temporary and settled accommodation, with strong control of financial, safeguarding and property risks.
- Use evidence and demand forecasting to shape commissioning, workforce, prevention and supply strategies.

7. Housing strategy, supply and registered-provider partnerships

- Lead distinct housing strategies for Richmond and Wandsworth, reflecting each council's political priorities, housing market, stock position and community needs.
- Provide strategic oversight of housing need, affordable housing, supply, enabling, acquisitions and partnerships with registered providers and developers.
- Develop and maintain a strong strategic relationship with Richmond Housing Partnership and other registered providers, using partnership, regulatory and strategic levers to improve housing quality, safety, supply and resident experience.
- Advise Members on national and London housing policy, legislation, funding and market changes.
- Promote sustainable homes and contribute to energy efficiency, retrofit and environmental objectives.

8. Commercial, commissioning and contract management

- Provide executive oversight of major outsourced services, strategic contracts, commissioning and procurement across the housing portfolio.
- Ensure contracts deliver quality, safety, social value and value for money, with clear outcomes, effective controls and appropriate risk allocation.
- Challenge contractor performance and secure timely improvement where services do not meet required standards.
- Make evidence-based commissioning and insourcing or outsourcing recommendations, centered on resident outcomes, affordability, resilience and risk.
- Maintain a strong understanding of commercial risk, contract management, procurement and supplier-market capacity.

9. Finance, data, performance and governance

- Be accountable for effective stewardship of the Housing Revenue Account and relevant General Fund revenue and capital budgets within approved governance arrangements.
- Lead medium-term financial planning, budget control, savings, investment decisions and demand management, with transparent reporting of pressures and choices.
- Embed disciplined performance management, clear accountability and reliable management information throughout the Directorate.
- Use data, intelligence, technology and resident insight to understand performance, identify risk, target intervention and support evidence-based decision-making.
- Ensure data used for regulation, statutory returns, investment and operational decisions is complete, accurate, current and supported by effective controls.
- Ensure compliance with both councils' constitutions, delegations, financial regulations, procurement rules, risk arrangements and information-governance requirements.

Other duties and responsibilities

- Ensure services are delivered equitably for Richmond and Wandsworth and in accordance with the priorities and decisions of each sovereign council.
- Champion resident focus, opportunity for all and accessible services, ensuring decisions take account of different needs and do not create avoidable disadvantage.
- Ensure effective safeguarding practice for children, young people and adults at risk across all relevant housing services.
- Comply with relevant codes, policies and controls relating to conduct, data protection, complaints, health and safety, security and information governance.
- Attend evening meetings and participate in senior officer emergency and out-of-hours arrangements when required.



- Undertake other reasonable duties commensurate with the seniority and responsibilities of the post.

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, handling complaints 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

Team structure

For the current structure please go to The Loop.

When advertising externally please add the current team structure here and remove the sentence above.

Person Specification

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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
Comprehensive knowledge of the social housing regulatory framework, the Regulator of Social Housing consumer standards and the Housing Ombudsman framework	X		A / I
Detailed knowledge of homelessness, allocations, tenancy management, landlord and tenant law, housing standards, building safety, asset management and landlord health and safety	X		A / I
Strong understanding of the HRA, General Fund housing pressures, temporary-accommodation costs, capital investment and medium-term financial planning.	X		A / I / T

Strong understanding of local government governance, political decision-making, scrutiny and the relationship between Members and officers.	X		A / I
Knowledge of safeguarding, opportunity and accessibility, data protection, procurement and information governance as they apply to housing.	x		A / I
Knowledge of Richmond and Wandsworth's housing contexts, transferred stock, housing development, regeneration, retrofit and London-wide housing systems.		x	A / I
Experience	Essential	Desirable	Assessed
Substantial senior leadership experience at Executive Director, Director or equivalent level in housing within local government, a housing association or a comparable complex organisation.	x		A / I
Leadership of large, complex and multidisciplinary housing services spanning significant operational and strategic responsibilities.	x		A / I
Successful leadership of housing improvement, transformation or recovery following external scrutiny, audit, inspection or regulatory intervention	x		A / I / T
Leading through significant organisational and cultural change, including resistance, performance challenge and capability-building	x		A / I
Managing substantial revenue and capital budgets, delivering savings and demand management while protecting statutory duties and service quality	x		A / I
Managing major contracts, commissioning activity, commercial risk and contractor performance.	x		A / I
Providing high-quality advice to Members, Cabinet, committees, Boards and regulators in a politically led environment.	x		A / I
Building trust with residents and embedding resident voice and scrutiny in decision-making and service improvement.	x		A / I
Managing organisational risk and providing robust assurance to Members, executive leadership and external scrutiny bodies	x		A / I / T
Shared-service or partnership governance; substantial stock investment, regeneration or development; or response to an adverse regulatory judgement.		x	A / I
Skills	Essential	Desirable	Assessed
Exceptional political awareness, strategic judgement and the ability to provide robust, impartial advice while maintaining professional independence.	X		I / T
Ability to operate across two sovereign councils with different priorities, governance, financial positions and housing contexts	X		I / T

Visible and credible leadership, with the ability to create accountability, develop strong teams and lead through ambiguity, challenge and crisis	X		I
Ability to communicate complex, sensitive and contentious issues clearly to residents, Members, staff, regulators, partners and the media.	X		I / T
Strong analytical capability and the ability to use trusted data, intelligence, technology and resident insight to identify risk and drive improvement.	X		I / T
Strong partnership, negotiation and influencing skills across public, private, voluntary, community and housing sectors.	X		I
Qualifications	Essential	Desirable	Assessed
Educated to degree level or able to demonstrate equivalent senior-level professional experience	X		A / C
Relevant professional housing, property, finance, management or leadership qualification	X		A / C

A – Application form / CV

I – Interview

T – Test

C - Certificate