

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Head of Housing Policy and Performance	Grade: MG2
Section: Strategy, Compliance and Enablement Division	Directorate: Housing and Regeneration
Responsible to following manager: Assistant Director Strategy, Compliance and Enablement	Responsible for following staff: 4x Policy and Performance Officers 1x Policy and Performance Support Officer 1x Housing Association Liaison Officer (Tenants Champion)
Post Number/s:	Last review date: June 2023

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth 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 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 is responsible for multi-disciplinary teams delivering strategic advice, analysis and support on housing and related policy and process requirements to Directors, Assistant Directors and leading members. The post holder will help develop the strategy for the Housing and Regeneration Department across the councils', including leading on business planning, developing policies and strategies and making recommendations for future service delivery. The post will provide expert advice to ensure that the councils' statutory housing and safeguarding responsibilities are met

and oversee the operation of a performance management framework that highlights and supports performance improvement.

The post holder will provide expert insight and lead on identifying housing legislative and national and regional policy requirements, on assessment of housing need and demand, market factors, industry trends, service developments and good practice across the housing sector; identifying how these can be applied and making recommendations in this respect.

Deputises for the Assistant Director (Strategy, Compliance and Enablement) to provide advice and guidance to lead members on housing matters supporting Cabinet, Scrutiny and Committee processes.

Ensures the Housing and Regeneration Department works productively and in partnership with other organisations including statutory bodies, other Council Departments, RHP as the LSVT partner for LB Richmond, contracted services and the Voluntary Sector to meet the corporate and wider objectives and responsibilities of the two councils.

Directly or in partnership commissions services, research and bids for funding to support the work of the Department and Council and provides client-side services which ensure value for money and timely delivery.

Specific Duties and Responsibilities

1. Responsible for the effective management of the Housing Policy and Performance team including recruitment, training and development, objective setting, performance appraisal and supervision, appropriately applying all policies and codes of practice on staffing matters.
2. Designated budget holder, responsible for the Policy and Performance team and related budgets to pay for commissioned services.
3. Leads on the development of strategies, policies, plans and processes for the Department to meet housing and corporate objectives. This includes commissioning and related plans and strategies jointly developed with other Council services and external partners. Ensures that these are underpinned by a sound evidence base which assesses current and future need and demand for housing and housing services, for example as set out in the Housing and Homelessness Strategies.
4. Undertakes and commissions research, including customer surveys, benchmarking and good practice reviews.
5. Lead on key areas of performance and data collection and responsible for analysis of this. Highlights, investigates and challenges areas of

underperformance to improve performance. Regularly reviews and develops Departmental key issues and actions that deliver the Councils' housing objectives.

6. To manage the delivery of major service reviews, in consultation with Chief Officers and makes recommendations for change that contribute towards improved outcomes for residents, leading edge performance and better value for money.
7. Works with other council departments and external agencies to support the delivery of housing services and other initiatives. Identifies and as required, leads on new initiatives, funding opportunities and commissioning to support the delivery of housing, homelessness and health related services.
8. Updates existing policies, processes and procedures based on information collected through research and analysis, national policy and consultation with service users. This includes ensuring that system changes meet requirements and that services are delivered efficiently and effectively. Identifies and develops new approaches to working to improve service delivery.
9. Provides policy briefings, information and publicity material including informed and critical analysis of housing policies (national and regional) and their impact. As required, similar services will be provided to other divisions within the Housing and Regeneration Department.
10. Represents the Division and Department as required at internal and external meetings and forums, providing expert advice and implementing agreed actions / activity. Develops positive working relationships with key stakeholders at local, national and regional level.
11. Leads for the Department ensuring effective adult and children's safeguarding arrangements are in place, including the provision of a training programme for staff. Leads for the Department on Internal Management Reviews, and, as necessary, ensures that the Department contributes to Serious Case Reviews.
12. Ensures the Department complies with current equalities legislation, including reporting and undertaking Equality Impact (Needs) Assessments as required. Represents the Department at the Equalities Steering Group.
13. Promotes best practice and innovation in the Department with a key focus on delivering corporate agendas, efficiency and effectiveness and high quality and highly regarded services to local residents.
14. Leads on consultative exercises and promotes resident and stakeholder engagement. This includes commissioning resident surveys and establishing consultative and stakeholder groups as required, reporting outcomes in

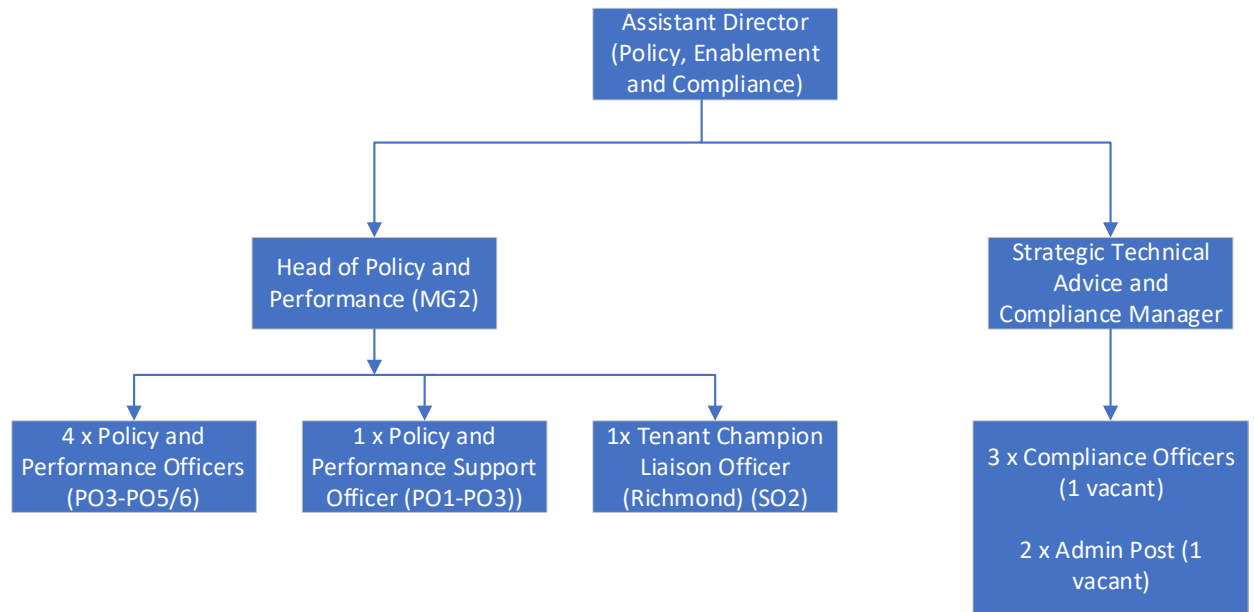
briefings and through the democratic process.

15. Provides expert advice to the Tenants' Champion role fulfilled by an Elected Member for Richmond Council and manages and supports the work of the Support Officer (Tenants' Champion). Promotes and seeks to secure best practice in the PRP and housing charitable sectors and in particular seeks to promote and secure effective joint working and partnership arrangements in the delivery of housing management and also community related services.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- 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 the SSA's policies, 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 role within the council.
- 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.

Team structure



Person Specification

Job Title: Head of Housing Policy and Performance	Grade: MG2
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Responsible to: Assistant Director Strategy and Development	Responsible for: 4x Policy and Performance Officers 1x Policy and Performance Support Officer 1x Housing Association Liaison Officer (Tenants Champion)
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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means, we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Extensive knowledge of national and regional housing statute, guidance and policy and the interpretation, assessment and application of requirements etc. as they apply to local authorities.	X		A/I
Knowledge of working across council directorates and working effectively with partner agencies to deliver and secure corporate priorities, objectives and outcomes. This will include experience of working closely with adult and children's and health services		X	A/I

and their service requirements and objectives including safeguarding requirements and commissioning of services.			
Extensive knowledge of local authority housing services and their delivery including; housing advice and homelessness, housing management and development services. A particular focus is how this post and team provide support to frontline services to inform and improve service delivery and ensuring that effective processes are in place.	X		A/I
Knowledge of housing decency, quality and energy efficiency requirements as it relates to social housing stock.		X	A/I
Experience	Essential	Desirable	Assessed
Experience of operating in a political environment, recognising and handling in an appropriate manner, confidential or sensitive information and distinguishing between political and non-political activities.	X		A/I
Proven experience of successfully managing own workload and that of others to ensure a high performing housing policy and performance team including delivering a diverse work programme to time.	X		A/I
Proven track record in the collation, validation, analysis and reporting of service and financial data and information for performance and scrutiny purposes, to assist and drive improvement and to inform plans, policies and strategy development.	X		A/I
Experience of leading on the development and production of housing related strategies, policies, , procedures and plans.	X		A/I
Experience in procuring services from in-house and external providers and contract management.		X	A/I
Experience of delivering projects that lead to service improvements including undertaking the assessment of same (for VFM and effectiveness)		X	A/I
Experience of managing large budgets, allocating staffing resources and procuring services.		X	A/I
Proven track record of effective partnership working.	X		A/I
Skills	Essential	Desirable	Assessed
Detailed understanding of research methodologies and application of same. Excellent and proven numeric and analytic skills.	X		A/I/T

Ability to produce complex strategies and plans based on comprehensive and sound research which are outcomes focused.	X		
Able to develop, maintain and manage large databases of information.		X	A/I
Ability to communicate effectively and authoritatively both orally and in writing, with councillors, officers, partner organisations and the public.	X		A/I
Excellent written and oral skills providing clear and concise messages in a variety of internal and external contexts and to a range of audiences.	X		A/I/T
Ability to work both independently and as an effective team member, using initiative and adapting to changing priorities and deadlines in a calm, well-organised and methodical manner.	X		A/I/T
Qualifications	Essential	Desirable	Assessed
Educated to degree level and a relevant qualification or equivalent by experience	X		C

A – Application form / CV

I – Interview

T – Test

C - Certificate