

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Housing Policy and Performance Officer	Grade: PO2-PO4
Section: Policy and Performance	Directorate: Housing and Regeneration
Responsible to following manager: Head of Housing Policy and Performance	Responsible for: As directed temporary staff/trainees
Post Number/s:	Last review date January 2018

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:

Assists in the development of the Councils' housing strategies and related plans and policies, including undertaking and commissioning research. Supports the Department in improving service delivery through the provision of performance and business analytical services. This includes revising policies, procedures and processes to ensure they are fit for purpose and that services meet the highest possible standards.



Maintains an up to date knowledge of housing and related policy, legislation and best practice including providing informed analysis. As directed, develops and revises policies and plans to meet statutory and best practice standards and requirements.

Leads on projects that assist in the delivery of high quality services and corporate objectives. This will include supporting funding applications, as required, and the commissioning of services.

Works with internal and external stakeholders to improve housing services and offer to meet identified housing needs and council housing policy priorities.

Works with the Head of Policy and Performance and Assistant Director (Strategy and Development) to ensure the Department is meeting its safeguarding adults and children's responsibilities, including reviewing protocols, policies and procedures and providing training.

As required undertakes a supervisory role for temporary members of staff and/or trainee posts.

Specific Duties and Responsibilities:

1. As directed, assists in the development of the Councils' housing strategies, policies and plans including undertaking research as required to ensure that the Councils' housing objectives are evidenced.
2. Maintains an up to date knowledge of all housing policy and legislation and developments in good practice. Undertakes research and detailed policy analysis that helps to determine the implications and opportunities arising from these.
3. Provides policy briefings and drafts responses to government consultation providing an informed and critical analysis of housing policies in particular and as required for other Housing and Regeneration Department services.
4. Promotes best practice and innovation in the Department with a key focus on delivering corporate agendas, efficiency and effectiveness and the provision of high quality services to residents.
5. As directed by the Head of Housing Policy and Performance undertakes service reviews for the Department bringing forward recommendations for improvement ensuring that these meet statutory, regulatory and policy requirements. Participates in cross departmental and other service reviews on behalf of the Department to ensure that the Department plays its full part in delivering corporate objectives. Ensures that the



necessary resources both financial and staffing are identified to facilitate new policies, practices and procedures.

6. Takes responsibility for specific housing related projects as required e.g. housing needs assessments, introduction or changes to IT systems, introduction of new services. This will include procuring services or assisting in the procurement of services and providing a client-side function as required.
7. Interprets, collates and reports relevant data for the Department for performance, business improvement and need and demand purposes. As directed works with departmental services to maintain and revise departmental performance indicators including KPIs. This will include reviewing and providing critical analysis of performance in delivering against housing strategy and related corporate objectives.
8. Commissions and arranges consultative exercises and promotes resident and stakeholder engagement to inform service delivery and use of resources. This will include collating information as required and the design of surveys and questionnaires for public consultation.
9. Produces Committee and Cabinet reports, annual plans, topic and client specific policy statements and departmental publications including performance reports. Work includes assisting in the development of commissioning plans for Adult and Children's Service users, Achieving for Children, public health plans and planning authority documents.
10. Identifies and/or develops training courses in relation to housing policy to ensure compliance with council standards of service delivery and statutory and regulatory requirements. It will include supporting multi agency training in relation to joint working protocols with both statutory and voluntary sector partners.
11. Takes a lead, as required and directed, to ensure 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.
12. Acts as the Housing and Regeneration Department's lead officer in developing, reviewing and updating inter agency protocols and policies, information sharing arrangements and documents within portfolio of work.
13. Assists with the development and review of the Housing public Web pages and the Council's intranet pages, to ensure these are kept up to date and take into account the channel shift agenda.



14. Represents the Department at forums, topic groups and inter agency meetings, contributes to the work of those groups and, as required, chairs meetings.

Progression Criteria

PO2

- Takes a collaborative role in complex policy developments/service reviews/projects.
- Works on his/her own initiative with supervision from more senior members of staff.

PO3

- Develops areas of policy/review/project expertise and ensures that the service head is kept fully abreast of changes or developments and practice/policy/plans are amended to reflect these.
- Undertakes analysis and as appropriate contributes to and develops Board/Committee/Cabinet papers.

PO4

- Able to carry out the full range of duties with minimal supervision and demonstrates initiative.
- Able to deputise for the Manager as needed.
- Prepares and updates policies and strategies
- Takes a leading role in service review and the development of Board, Committee/Cabinet papers with developing recommendations.
- Builds good relationships with senior managers, directors and partners (internal and external to the Councils) and is able to advise them confidently on issues of policy.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- 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 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, maintaining an awareness of the equality and diversity protocol/policy and work to create and maintain a safe,



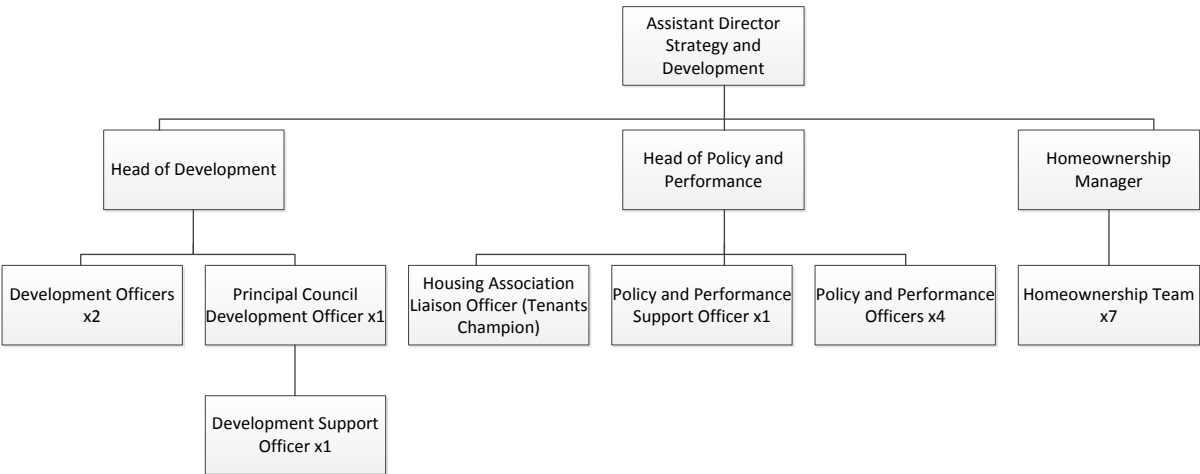
supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.

- To understand both Council’s duties and responsibilities for safeguarding children, young people and adults as they apply to your role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

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 Assistant Director (Strategy and Development). 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.

Current Team Structure







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Our Values and Behaviours¹

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 –

- taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work
- continuously seeking better value for money and improved outcomes at lower cost
- focussing on residents and service users, and ensuring they receive the highest standards of service provision
- taking a team approach that values collaboration and partnership working.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
Knowledge	
Knowledge and understanding of national and regional housing statute, guidance and policy and the interpretation, assessment and application of requirements etc. as they apply to local authorities.	A&I
An understanding of wider council and corporate objectives and how housing services can assist in delivering these objectives and what part this service can play. This will include preferably some experience of working with adult and children’s and health services and their service requirements.	A&I
Knowledge of local authority housing services and their delivery including; housing advice and homelessness, housing management and development services.	A&I

¹ These values and behaviours will be developed further as the SSA becomes established.

Able to demonstrate and have a good grounding in statistical analysis and research	A, I&T
Experience	
At least three years experience of work in the social housing field.	A
Undertaken collation, validation and analysis of data and information for performance and scrutiny purposes, to assist and drive improvement and to inform plan, policy and strategy development.	A&I
Experience of report writing to a good standard, including developing and producing housing related procedures and plans.	A&I
Experience of successfully managing own workload in an environment where deadlines and priorities frequently change and are often conflicting.	A&I
Skills	
Excellent numeric and analytic skills. Understanding of research methodologies.	A&T
Good oral and written skills to provide clear and concise messages.	A&I
Experience of using IT packages to an advanced level as required for the role. This will include report writing (Word), presentations (PowerPoint), and manipulating statistical data (Excel). Knowledge of housing management/service systems operation preferable.	A
Ability to organise and prioritise own workload, to work under pressure and meet deadlines.	A&I
Good negotiating skills with internal and external directorates and agencies that have led to positive outcomes.	A&I
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.	
Qualifications	
Educated to degree level in a related subject area or equivalent through work experience.	A&C

A – Application form

I – Interview

T – Test

C – Certificate