**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:** Housing Policy and Performance Officer | **Grade**: PO3-PO6  |
| **Section:** Policy and Performance | **Directorate:** Housing and Regeneration |
| **Responsible to following manager:**Head of Housing Policy, Performance and Compliance | **Responsible for:**As directed temporary staff/trainees |
| **Post Number/s:** | **Last review date** July 2021 |

**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 will support the Head of Housing Policy, Performance and Compliance 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 and Regeneration 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.

**Progression Criteria**

**PO4**

* Undertakes all of the duties of the role but requires managerial oversight and support on leading major service reviews, briefing members and finalising major public reports.
* Procures services to support work of the team and acts as client side where services are procured.

**PO5**

* Prepares reports for Committee/Cabinet or other public audience with minimal need for managerial input / review.
* Uses initiative to proactively identify emerging policy changes and developments in other councils, regionally and nationally which may be of relevance locally, and briefs senior officers and members accordingly.
* Credibility with senior officers and ability to challenge them with tact and self-assurance.

**PO6**

* Independently leads major service reviews with minimal supervision or managerial input.
* Acts as project lead for major housing projects from initiation to conclusion. This will include ensuring project planning requirements and standards are met.
* Independently briefs Members on service review or policy issues without managerial input.
* Demonstrates political nous and awareness in all interactions.
* Able to deputise for the Manager as needed including presenting reports to committees.

**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 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, Performance and Compliance 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.

**Team structure**

For the current structure please go to The Loop.

**Person Specification**

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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.

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| **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 how they apply to local authorities. | A&I |
| 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. | A&I |
| An understanding of wider council and corporate objectives and how housing services can assist in delivering these objectives.  | A&I |
| **Experience**  |
| Experience of working in the social housing field and/or policy/project field. | A |
| Experience of analysis of data and information for performance and scrutiny purposes.  | A&I |
| Experience of report writing to a high 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**  |
| Ability to accurately analyse numeric, textual and performance data and present your findings in a clear and coherent way to a variety of audiences.  | A&T |
| Ability to communicate effectively and authoritatively both orally and in writing, with councillors, officers, partner organisations and the public. | A&I |
| 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.  | A&I |
| Experience of managing a complex workload, achieving targets and responding flexibly to changing needs and priorities, often with limited supervision | 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. | A&I |
| Ability to oversee the delivery of projects / programmes and/or leading reviews of housing services and making recommendations for change. | A&I |
| Experience of managing a complex workload, achieving targets and responding flexibly to changing needs and priorities, often with limited supervision | A&I |
| **Qualifications**  |
| Educated to degree level in a related subject area or equivalent through work experience. | A&C |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**