

Job Title	Head of Residents First (Housing)		
Pay Grade	MG4		
Directorate	Place	Division	Housing
Reports to	Director of Housing		
Budget (£)	Income £38m Revenue budget £7m		
Role Purpose			
<p>Provide strategic direction leadership, operational management and financial budgetary control to Residents Services ensuring that each part of the service area delivers excellent services to residents (tenants, leaseholders, freeholders, commercial lettings).</p> <p>Develop the service to seamlessly integrate with other council services, partners and stakeholders to make a significant contribution towards the delivery of the council's wider objectives.</p>			
Measures of Success			
<p>Increase levels of resident – tenant, sheltered and leaseholder – satisfaction in housing services. Maximise income recovery to the Housing Revenue Account from rents, leaseholder and service charges.</p> <p>Ensure estates and communal areas are well kept and maintained working in partnership with colleagues across housing and Place Directorate.</p> <p>Contribute to the very highest levels of H&S compliance across all estates and homes managed by the Council.</p>			
Climate Vision			
Develop a wider ecology and sustainability for housing land which promotes greater biodiversity.			
Tasks / responsibilities			
<ul style="list-style-type: none"> ▪ Tenancy Management – Lead on the development of innovative and proactive approaches towards the tenancy management of circa 4,800 multi tenured housing types. ▪ Develop solutions to deal with vulnerable residents, in partnership with local mental health service teams to sustain tenancies and challenge where services are unwilling to engage. ▪ Manage effective intervention Anti-Social Behaviour and Community Safety Matters so that residents feel safe. ▪ Promote neighbourliness across Council owned estates and homes to reduce complaints and improve community cohesion. ▪ Manage Housing Tenancy Fraud investigation activity (tenancy, Right to Buy & Leasehold) and maximise the return of housing stock to appropriate use. ▪ Income Management and Debt Recovery – Lead on development of new approaches towards income management that maximise income recovery opportunities (from tenants, commercial lettings, travellers' site) and respond to the challenges and pressures residents face in sustaining tenancies. ▪ Leasehold, Right to Buy and Shared Ownership – Lead on provision of specialist services for leaseholders and shared owners to ensure their engagement in all service-related issues. Maximise income recovery from service charges and major works and Right to Buy interest. 			

- Estate Services - Lead on addressing the appearance and contribution to the safety of our estates to ensure that residents demonstrate high satisfaction levels with the place where they live.
- Direct initiatives such as Estate Action Days, fire safety and lead on the planning of the estate inspections regime.
- Sheltered Housing Service – Lead on the management of 17 Sheltered Housing Schemes, ensuring that appropriate support and care packages are in place and high priority is given towards the management of safeguarding functions.
- Customer Service Excellence – Manage continuous improvement in service quality and customer satisfaction.

Include the agreed corporate responsibilities shown below.

- To demonstrate a commitment to the Council’s Equal Opportunities Policy and implement the policy in relation to the job responsibilities.
- To promote a positive health and safety culture.
- To ensure compliance with the council’s information security policies.
- To motivate, train, develop and performance manage staff to effectively meet objectives.

Selection Criteria

Qualifications, Knowledge and Experience, Skills and Behaviours

Role requirements	Essential	Desirable
Chartered Institute for Housing Level 5.		✓
Experience of housing management in particular services to tenants and leaseholder in residential housing and the legal framework.	✓	
Experience of putting in place strategies which maximise income from rents, service charges, commercial income and leasehold charges – including for major capital works.	✓	
Substantial and successful experience of strategic management and demonstrable personal achievement of delivering at a senior level in a similar role.	✓	
A track record of establishing and maintaining a strong performance culture including effective performance measures, the evaluation service quality and improving service delivery which meets the needs and expectations of customers.	✓	
A strong and highly motivated leader with energy and credibility who commands the confidence of Members, senior managers, colleagues, partners and stakeholders.	✓	
Highly developed analytical and interpretation skills enabling judgements on a range of frequently highly complex and often conflicting facts and circumstances.	✓	
Experience of working with elected members to deliver effective resident focussed outcomes and high levels of satisfaction.	✓	
Strategic thinker, able to develop strategy and initiate and evaluate changes in policy and procedures.	✓	
Able to act both corporately and collaboratively.	✓	

Strong personal commitment to resident engagement and satisfaction.	✓	
A strong commitment to probity, honesty and openness, treating people consistently, fairly and with respect.	✓	
Ability to understand the view of service users and to reflect this in IT service design and provision.	✓	
Inclusive and supportive team player.	✓	
To be solutions-focused.	✓	
Personal authority and stature to lead by example, achieve successful outcomes and able to act firmly and decisively.	✓	
To work in a flexible, adaptable manner and to act with discretion and tact at all levels of contact.	✓	

Other Requirements

Our Values are: Be Courageous, Do It Together and Make It Happen

Management Competencies:	
Resident Focus	Financial Grip and Business Focus
Works in partnership	Data and Making Decisions
Political Understanding	Leading Innovation and Change
Corporate Awareness	Nurturing Talent and Building Careers
Managing Performance and Delivering Results	Communicating with Impact

Manager Signature	Employee Signature
Job Title	Job Title
Date	Date