

<b>Job Title</b>	<b>Head of Insight and Housing Strategy</b>		
<b>Pay Grade</b>	MG4		
<b>Directorate</b>	Place	<b>Division</b>	Housing
<b>Reports to</b>	Director of Housing		
<b>Budget (£)</b>	£1m		
<b>Role Purpose</b>			
<p>To guide, challenge and provide practical support for the planning, long-term development and effective delivery of housing's strategic objectives and how these align with the wider corporate ambitions. Provide high-level analysis to identify issues which require further investigation or exploration. Working collaboratively with residents, colleagues across housing and the wider council to bring forward and implement innovative solutions to address these issues.</p> <p>Ensure a robust framework for dealing with complaints is in place, responding to them and driving a deeper approach to service improvement across housing. Identify and implement improvements to housing IT systems.</p>			
<b>Measures of Success</b>			
<ul style="list-style-type: none"> <li>• Increase levels of resident satisfaction with housing services.</li> <li>• Ensure that housing is ready and prepared for the new regulatory environment with clear improvement plans to address any issues of poor performance across housing.</li> <li>• Ensure that an active strategy and policy framework are in place across housing to meet regulatory and legislative requirements.</li> </ul>			
<b>Tasks/responsibilities</b>			
<ul style="list-style-type: none"> <li>▪ Put in place a thriving and innovative approach to resident engagement so that residents are at the heart of housing services and that Harrow becomes recognised as sector-leading.</li> <li>▪ Ensure that the Council has clear strategies and a wider strategy and policy framework for discharging its statutory housing responsibilities.</li> <li>▪ Develop effective programmes and improvement plans to drive service improvement and customer excellence across all housing areas.</li> <li>▪ Develop effective and collaborative partnerships across the Council and with wider partners, the voluntary and community sectors, to deliver housing strategic aims and objectives.</li> <li>▪ Ensure that the Council has a clear approach to responding to the regulatory environment for housing, including the Regulator of Social Housing, Housing Ombudsman, and Local Government Ombudsman.</li> <li>▪ Working collaboratively with colleagues in Corporate IT to establish a road map for developing Housing Management IT systems that better respond to resident and customer engagement and drive end-to-end service improvement.</li> <li>▪ Develop an approach to continuous improvement and a high-performance team culture in Housing aligned with the Council's wider vision.</li> <li>▪ Customer Service Excellence – Manage continuous improvement in service quality and customer satisfaction.</li> <li>▪ Put in place arrangements to ensure an annual resident survey is undertaken and that this drives a clear action plan with tangible improvements.</li> </ul>			

*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 meet objectives effectively.

**Selection Criteria**

**Qualifications, Knowledge and Experience, Skills and Behaviours**

<b>Role requirements</b>	<b>Essential</b>	<b>Desirable</b>
Experience of housing strategy and wider regulatory and legislative framework for housing.	✓	
Experience of developing and implementing programmes and strategies which maximise resident satisfaction and drive continuous improvement.	✓	
Experience of implementing new IT systems in housing to deliver improved outcomes.	✓	
A track record of establishing and maintaining a strong performance culture, including effective performance measures, the evaluation of 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 enable judgements on frequently highly complex and often conflicting facts and circumstances.	✓	
Experience working with elected members to deliver effective resident-focused outcomes and high satisfaction levels.	✓	
Strategic thinker, able to develop strategy and initiate and evaluate changes in policy and procedures.	✓	
Ability to understand the view of service users and to reflect this in IT service design and provision.	✓	
Able to act both corporately and collaboratively.	✓	
Strong personal commitment to resident engagement and satisfaction.	✓	
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A strong commitment to probity, honesty, and openness, as well as treating people consistently, fairly, and with respect.	✓	
Inclusive and supportive team player.	✓	
Personal authority and stature to lead by example, achieve successful outcomes and able to act firmly and decisively.	✓	
To work flexibly and adaptively, act with discretion and tact at all levels of contact.	✓	

To be solutions-focused.	✓	
Chartered Institute for Housing Level 4.		✓

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**Other Requirements:**

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

<b>Management Competencies:</b>	
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

<b>Manager Signature</b>	<b>Employee Signature</b>
<b>Job Title</b>	<b>Job Title</b>
<b>Date</b>	<b>Date</b>