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|---|--|-----------------|---------|
| <b>Job Title</b>  | Assistant Director Homes   |                 |         |
| <b>Pay Grade</b>  | D1   |                 |         |
| <b>Directorate</b>  | Place  | <b>Division</b> | Housing |
| <b>Reports to</b>   | Director of Housing  |                 |         |
| <b>Budget (£)</b>   | Capital Budget c£45 per annum (upto).<br>Revenue Budget c£10m per annum. |                 |         |
| <b>Role Purpose</b>   |  |                 |         |
| Responsible for the leadership, direction and management of the Council housing Asset Management, investment planning, major works and responsive repairs programmes, ensuring a robust approach is taken to the management of assets that lead to increased efficiency in the strategic use of the Council's assets and increased resident satisfaction with the quality of the Council's housing stock.   |  |                 |         |
| <b>Measures of Success</b>  |  |                 |         |
| <ul style="list-style-type: none"> <li>• Increase levels of resident satisfaction in repairs and major works</li> <li>• Increase the number of homes designated decent.</li> <li>• Ensure that the Council holds accurate performance information of its assets to inform data-driven investment decisions, maximising the quality and increasing the number of Harrow Homes.</li> <li>• Reduce the number of disrepair claims made.</li> <li>• Maintain the highest levels of H&amp;S compliance across all homes the Council manages.</li> <li>• To meet all regulatory requirements in relation to technical areas of responsibility.</li> </ul>   |  |                 |         |
| <b>Climate Vision</b>   |  |                 |         |
| Harrow is committed to helping staff and residents understand the impact of individual/organisational choices on climate. Contributing to our Interim Climate Strategy is an objective for every employee in terms of measuring success.  |  |                 |         |
| <b>Tasks/responsibilities:</b>  |  |                 |         |
| <ul style="list-style-type: none"> <li>▪ Lead the Council's residential housing asset management function, providing strategic leadership for responsive, cyclical and planned maintenance and major stock investment programmes; ensuring delivery of value for money, quality and resident-focused service.</li> <li>▪ Ensure the Council achieves high service delivery and customer satisfaction standards in all areas of asset management services and demonstrates excellence, continuous improvement, value for money, effective programme management and best environmental outcomes.</li> <li>▪ Ensure the Council meets its corporate and statutory responsibility regarding all aspects of Housing, H&amp;S regulations, and construction codes in the management of its homes and assets (including blocks, garages, and commercial).</li> <li>▪ To act as the Council's strategic advisor on all aspects of housing asset management, including procurement of works and opportunities for rationalisation, disposal, reconfiguration, and associated investment to maximise the number of homes available to the Council.</li> <li>▪ To lead and develop the Council's programme to decarbonise its homes and develop grant applications to support the delivery.</li> <li>▪ To support and contribute to Place and Corporate change programmes.</li> <li>▪ To put in place a framework for managing the maintenance of all Council homes held either in the housing revenue account or the General fund.</li> <li>▪ To establish a long-term investment strategy and plan for the Housing Revenue Account,</li> </ul> |  |                 |         |

which maximises the number of affordable units available to the Council.

- Ensure the Council confidently meets all regulatory requirements in relation to the maintenance of homes – including Regulator of Social Housing, Housing Ombudsman and Building Safety Regulator.
- Lead external engagement with regulatory bodies to ensure that the Council demonstrates its compliance across the regulatory environment for the management of safe and decent homes.

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

| Role requirements  | Essential | Desirable |
|--|-----------|-----------|
| Experience in managing and delivering major works, cyclical and responsive repair and housing improvement programmes in residential housing.   | ✓         |           |
| Substantial and successful experience of strategic management and demonstrable personal achievement of delivering on an organisation’s strategic goals, at a senior level in a similar complex organisation.                             | ✓         |           |
| 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. | ✓         |           |
| Strong track record of strategic management of contractors to deliver maintenance and capital works investment driving quality, value for money and resident satisfaction.   | ✓         |           |
| A strong and highly motivated leader with energy and credibility who commands the confidence of Members, senior managers, colleagues, partners and stakeholders.   | ✓         |           |
| 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.  | ✓         |           |
| A strong commitment to probity, honesty and openness, treating people consistently, fairly and with respect.   | ✓         |           |
| Inclusive and supportive team player.  | ✓         |           |
| Highly developed analytical and interpretation skills enabling judgements on a range of frequently highly complex and often conflicting facts and circumstances.   | ✓         |           |
| Personal authority and stature to lead by example, achieve successful outcomes and able to act firmly and decisively.  | ✓         |           |

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| To work flexibly and adaptively and act with discretion and tact at all levels of contact. | ✓ |   |
| To be solutions focused.   | ✓ |   |
| Chartered Institute for Housing Level 5.   |   | ✓ |
| Technical qualification (for example, RICs, CIOB)  |   | ✓ |

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**Other Requirements**  
**The job involves travel for business purposes: Yes/No.**

**Management Competencies** *These competencies are relevant to all roles with responsibility for managing staff.*

- Resident Focus
- Works in partnership
- Political understanding
- Managing Performance and Delivering Results
- Communicating with Impact
- Financial Grip and Business Focus
- Data-Driven Decision Making
- Nurturing Talent and Building Careers
- Corporate Awareness

|                          |                            |
|--------------------------|----------------------------|
| <b>Manager Signature</b> | <b>David McNulty</b>       |
| <b>Job Title</b>         | <b>Director of Housing</b> |
| <b>Date</b>              | <b>Dec 2023</b>            |