

# Role Profile

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## Director: Housing Services

Reporting to the Executive Director Adult Social Care and Housing

Grade: Hay 1

### Purpose of a Director role:

Directors carry individual and collective accountability with Lambeth Strategic Directors for achieving Lambeth's strategic and service outcomes and in particular the successful delivery of the Borough Plan. As a Director, a primary role will be to contribute to the strategic direction of the council and for translating the strategy into performance goals and outcomes.

As a member of the Director team, accountabilities will include:

- Collectively contributing to setting the direction of and delivering Lambeth's objectives and agreed outcomes in an integrated way, personally taking accountability for the achievement of these at Directorate and service level.
- Collectively and personally responsible for delivering performance across the council.
- Mobilising community, public and private sector in line with Council strategy
- Working with other Directors and in own service areas to create the organisational culture which is motivational, fosters excellent performance and innovation amongst staff, and ensures that their teams have the right skills and capacity to deliver.
- Being focussed on the customer and actively promoting the internal working and partnership relationships to achieve this.
- Bringing and articulating an outside perspective including national developments and excellent practice which will contribute to developing the ambition for Lambeth. Championing own and others ideas.
- Along with Strategic Directors and Directors, promotes high levels of integrity and corporate governance including ensuring collectively and in individual service areas that council standards and policies are adhered to.
- Providing support and advice to elected Members.
- Effectively anticipates and constructively addresses challenges and situations where conflict may arise.

Reviewed August 2018



- Personally leading, large projects and programmes.
- Together with Strategic Director and Director colleagues, acts as a champion for Lambeth's wider values including equalities, sustainability, health and safety and value for money.
- Accountable together with Strategic Directors and Directors for developing and managing business continuity plans and the Council's emergency response arrangements.

Reviewed August 2018



## Specific Accountabilities as Director: Housing Services

1. Accountable for delivering a high quality Housing Management Service to tenants and leaseholders.
2. Lead role for the development of Housing strategy and policy and providing advice to senior officers and members on local, regional and national housing data and policy.
3. Lead role for assessing housing need – including preventing homelessness, providing temporary accommodation, managing housing allocations and delivering private rented sector environmental health activity.
4. Lead responsibility for delivering supported housing programmes, including young people's pathways, NRPF, social care pilots.
5. Responsible for ensuring residents are well informed and have mechanisms to engage and influence the form and quality of housing management service provided.
6. Responsible for working in partnership, both within the Council and externally to ensure the service continues to develop and innovate and make the best use of resources available.

## Specific Objectives/Outcomes for the Next 6 to 12 Months

See Business plan for 2021/22

## Role Requirements

Directors will be expected to have a proven track record of leadership, management and development of services and working across service disciplines. They will preferably have experience of working in a political environment advising elected Members. In addition, all Directors will be expected to have the following:

### Knowledge and Skills

- Proven skills in managing and achieving outcomes including tracking the benefits.
- Successful financial management.
- Ability to lead change.
- Excellent influencing skills and a track record of using them.
- Leadership and management of people including developing talented, motivated teams and enabling them to maximise their potential.
- Proven ability to be able to prepare and present controversial material to Members and the public and to be able to manage media relations effectively.
- Can proactively identify and resolve complex problems individually and working effectively with other Directors and Strategic Directors.

### Behaviour and Attributes

- Personal credibility to provide corporate and professional leadership.
- Takes accountability for own actions and holds others to account.
- Has high levels of personal integrity and is able to gain the respect of colleagues, elected Members, the community, stakeholders and staff.
- Uses personal credibility to foster engagement with staff to enable their contribution to service development and achieve high levels of performance.
- Has a collaborative approach to developing solutions and improving services.
- Is committed to own personal development and that of their directorate teams.

Reviewed August 2018



## Specific Requirements for the Role of Director: Housing

In addition to the skills and knowledge requirements of all Lambeth Directors, the Director of Housing is required to additionally be able to demonstrate the following:

- In-depth knowledge and strategic understanding of housing management practice and landlord role.
- Strategic understanding of London as a global city and the role housing plays in its economy, in strong, safe and diverse neighbourhoods and in individual wellbeing and opportunity.
- Lead role for homelessness prevention, housing allocation and leaseholder services.
- Ability to demonstrate strong and collaborate with external and internal partners.
- Good understanding of housing policy and ability to influence and inform new policy development in local, regional and national arenas.
- Ability to demonstrate strategic understanding and track record of commissioning activity, procurement, contract management and programme management practices relevant to housing management and capital delivery.
- Track record of delivering strong customer services and resident engagement including for vulnerable adults.
- Relevant professional qualification.

## Objective and Target Setting

As part of Lambeth's performance management arrangements, outcome based objectives and targets which will be both corporate and service specific will be developed and agreed either 6-monthly or annually. These will supplement the content of this role profile.

This role profile will subject to regular review and the council reserves the right to vary the accountabilities in accordance with operational and strategy need.