



Role Profile

This section provides key information relating to the role

Job Title:	Head of Neighbourhoods		
Post No:	P01594	Grade:	COC
Team:	Neighbourhoods	Location:	Hybrid
Responsible to:	Assistant Director (Homes and Neighbourhoods)		
Responsible for:	Housing Estate Services Manager 3 x Neighbourhood Team Leaders		

Overall job purpose:

To be accountable for the strategic and operational delivery of a high-quality comprehensive tenancy, neighbourhood and tenancy and ASB enforcement services through effective management, leadership and influence to provide a high-quality customer experience.

To set the overall strategic direction of the housing operations service in respect of delivering excellent landlord service functions across a mixed tenure client base. Although not exhaustive, this is to include:

- Tenancy interventions, low level ASB and tenancy sustainment
- Estate management
- Neighbourhood improvements
- Complaint management and co-ordination including Ombudsman enquiries for Homes and Neighbourhoods
- Co-ordination of void management
- Enforcement including legal remedies
- Garage management (lettings and co-ordination of repairs)

To develop services and partnerships with internal teams and external agencies to achieve the council's objectives, complying with Regulatory Consumer Standards, and helping improve the Tenant Satisfaction Measure results year-on -year.

To effectively collect resident data and satisfaction to ensure service outcomes are monitored by Equality, Diversity and Inclusion characteristics to ensure fair and appropriate service delivery.

To drive and champion continuous improvement across all services managed by putting in place strategies and mechanisms for delivering and embedding improvements.

Be accountable for ensuring that all policies, processes and working practices are in line with the current legislative and regulatory requirements and council policies, procedures and working practices and will contribute towards the strategic direction and budget setting of the service.

Key areas of focus:

1.	Lead on the strategic delivery and implementation of high quality, efficient and compliant tenancy and low-level ASB interventions and enforcement, tenancy sustainment, safeguarding, complaints handling/co-ordination, garages and tenancy management service ensuring the council meets its statutory duties and compliance with relevant legislation and standards and delivering best practices initiatives across the council and in line with agreed objectives, policies, strategies and targets.
2.	Lead on the development, reviewing and updating of policies and procedures, ensuring delivery of efficient and compliant processes including mutual exchange, in accordance with Council and Government policy and statutory/regulatory requirements. Ensure that these are communicated to staff and applied consistently throughout the service.
3.	Lead on a strong and robust performance management culture and framework with high standards of services and effective control. Take full ownership and be accountable for ensuring key performance targets/indicators and business plan objectives are met and develops suitable monitoring systems and the provision of new statistics. To monitor, benchmark, interpret and analyse the data collected, ensuring the timely submission of corporate performance reports and other documents as required.
4.	To work in partnership with other agencies as appropriate, resolving serious/escalated complaints and other concerns, as raised by staff, residents and/or their relatives and partner agencies. To also manage and co-ordinate ensuring responses to formal complaints, Ombudsman, MP and Councillor enquiries and carrying out reviews of policies and practice with respect to complaints received and implement improvements / determinations made for Homes & Neighbourhoods.
5.	Develop and foster effective working relationships with other departments, external partners and stakeholders (such as support providers, Police, County Council, Citizens Advice and the Department Work and Pension) to support the delivery of effective services to the customers and aids tenancy sustainment.
6.	To work with Resident Involvement Manager to set strategies to promote resident involvement and customer influence and contribute to the council's corporate objectives.
7.	Take a strategic, innovative, data driven lead in the planning and delivery of services, ensuring they meet the current and future needs of existing customers and people who live in the wider community. Through the collection of customer insight data and other involvement activities, ensure that residents can provide feedback on the service, with timely and appropriate action taken in response to customer feedback and capturing any lessons learned. Working with the Transformation Team, deliver a customer insight framework to understand satisfaction with the service and fully utilise the customer insight data for planning service improvements.
8.	To be an effective, enabling manager with the ability to develop staff to maximise potential and encourage improvement and development of personal performance. Oversee the development of direct reports, including identifying training

	requirements and encourage personal development and meet organisational and team objectives. Develop / promote a training programme to ensure staff have access to courses to develop their skills to help ensure compliance with the Regulator of Social Housing's consumer standard relating to the 'competency and conduct' of staff.
9.	Plan and monitor budgets in accordance with the operational and strategic requirements of the service; identify where efficiencies can be made and ensure that resources are prioritised appropriately across the services provided. Work with the finance team to strategically manage budgets to minimise under and overspend across the service budgets. Provide regular report on budget position as required to Senior Management Team / Executive Directors.
10.	To be the Operational Safeguarding lead for the Council, ensuring risk to staff and residents is minimised appropriately by raising referrals, holding and using relevant data and monitoring and reviewing working practices.
11.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
12.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
13.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Level 4 in Housing Management regulated by Ofqual or equivalent, or a commitment to work towards these within 12 months of completing a probationary period.	X		AP
Degree in Housing Management.		X	AP
Corporate Membership of the Chartered Institute of Housing		X	IN
Working with vulnerable people within a wider community setting to encourage their social inclusion and well-being and tenancy sustainment.	X		IN
Training which has resulted in the post-holder acquiring comprehensive and	X		IN

significant knowledge of tenancy and estate management, anti-social behaviour management, enforcement and tenancy support provision for vulnerable people.			
Training which has resulted in the acquisition of knowledge of: <ul style="list-style-type: none"> • Safeguarding vulnerable children and adults • Data protection • Health and Safety • Complaint handling and responses 	X		AP/IN
Experience of leading on the implementation, monitoring and managing of safeguarding issues for both vulnerable adults and children.	X		AP/IN
Knowledge			
Significant and up to date knowledge of housing law, social housing regulation, leadership training and people management	X		AP/AS/IN
Significant knowledge and experience of leading an anti-social behaviour and/or housing management service or another relevant housing-related area within the context of a dynamic and changing organisation	X		AP/AS/IN
Skills and abilities			
Experience of delivering effective & collaborative working relationships with colleagues, customers, partners, and stakeholders.	X		AP/IN
Significant experience of policy and strategic development work leading service improvement	X		AP/AS/IN
Ability to think creatively to identify and implement service/business development opportunities, improved customer experience and value for money.	X		AP/IN
High level of IT literacy. Confident in use of Word, Excel and Outlook and other systems relevant to the role.	X		AS
Excellent written and verbal communication skills tailored towards a range of audiences	X		IN

and situations, including reports and presentations.			
Ability to produce, analyse and interpret complex information and present this information in a meaningful and understandable way.	X		IN
Proven ability in influencing and negotiating skills, including delivering and supporting culture change.	X		IN
Ability to take a fair and balanced approach to resolving complaints and other complex issues raised by officers, staff, residents/their relatives and partner agencies.	X		AP/AS/IN
Excellent time management and organisational skills to effectively manage a varied workload and plan the workload of a team. Ability to work to deadlines and under pressure, and to make difficult and high-level decisions.	X		AS
Ability to lead, motivate, performance manage and develop the team. Able to set clear objectives and identify better ways of working, strategic resource planning and managing change effectively.	X		AP/IN
Experience of effectively planning, managing budgets and monitoring financial performance	X		AP/IN
Other attributes			
Holds a UK driving licence and has access to a vehicle for use at work	X		AP
Ability to carry out visits to other locations, including properties and external venues for meetings	X		AP
Ad-hoc need to work outside of office hours to meet service delivery needs	X		AP

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.