

<b>Job Family Profile</b>	<b>Leadership – Role A - Head of Tenancy Services</b>
<b>Organisation Level</b>	<b>Tier 4</b>
<b>Job Family Description</b>	
<p>Shaping services to achieve priorities through leadership of people and management of resources. Setting or influencing the future direction of the wider organisation. Role modelling corporate values and behaviours.</p>	
<b>Work Level Attributes</b>	
<ul style="list-style-type: none"> <li>○ Operational managers coordinating work, systems and processes of multiple teams to deliver services. Targets are measurable. Adapts priorities / juggles competing requirements to achieve results.</li> <li>○ Making change happen at this level entails the continuous improvement of existing resources, services and systems. Responsible for development and empowerment of subordinates.</li> <li>○ Works collaboratively with peers across group disciplines/functions to improve performance or service delivery.</li> <li>○ Leads on response to changes imposed by the external world (e.g. a legislative change). May collaborate with peers outside of the organisation.</li> <li>○ Accountable for delivering against annual plans with major contribution to plans for subsequent years. Acts as lynchpin between overall strategic direction and practical deployment of resources to achieve agreed outcomes.</li> </ul>	
<b>Key Responsibilities</b>	
<ul style="list-style-type: none"> <li>○ Be accountable for operational delivery of high quality customer-focussed services working with service users, partners and stakeholders</li> <li>○ Be fully accountable for the development and management of devolved operational and capital budgets for the area managed, including developing and agreeing business plans, and contribute to development of strategy for the whole service</li> <li>○ Lead service transformation, motivating, developing and managing staff through change</li> <li>○ Develop and maintain effective collaborative working relationships with key strategic partners including Members, government agencies, suppliers, third sector and council departments</li> </ul>	

## Role Profile

- Lead the Service in developing best practice, setting objectives and performance measures
- Be accountable for compliance with statutory duties, internal and external audit requirements and service standards

### Role Specific Accountabilities

- To lead and manage the strategic and operational delivery of the tenancy management service for tenants and leaseholders across the City, ensuring high standards are achieved around estate management, anti-social behaviour, tenancy sustainment and traveller liaison.
- To develop effective strategies which ensure tenants and customer consultation and involvement is at the heart of planning and delivery and creates opportunities for tenant and neighbourhood empowerment
- To effectively manage a range of housing income collection services
- To work collaboratively with other senior managers in HNC to ensure the efficient and effective management of Council services and to ensure that key Council priorities are met
- Provide advice to Council Members and Committees, including presenting reports and data to inform the decision making process and achieve effective governance.

### Key Personal Attributes

- Experience of leading and managing multidisciplinary teams, enabling others, dealing with problems and developing people - including setting objectives and managing performance.
- Ability to make change happen and implement transformation programmes and keep staff motivated through the change
- Experience of contract management and commissioning of services or demonstrable equivalent knowledge
- Demonstrable knowledge of the issues facing local authorities and statutory and regulatory frameworks, policies and procedures relating to the area managed
- Experience of managing large and complex budgets

### Role Specific Attributes

- Demonstrable and in depth knowledge of housing policy and housing legislation
- Relevant degree or equivalent experience
- A strong commitment to high quality customer service
- Experience of working at a senior level with council cabinets, boards and committees in a highly complex political environment
- Strong interpersonal and influencing skills with the ability to create and sustain networks within and outside the Council
- Good understand of housing related issues such as ASB, welfare reform and the effect they have on residents
- Excellent knowledge of best practice in; Housing management services, developing of sustainable communities, promoting community well-being and income management
- Proven/demonstrable ability to make decisions on complex matters relating to case management or commissioning generally within the designated area

### General Accountabilities

- Uphold and promote the aims of the Council's Equality and Diversity policies to ensure non-discriminatory practices in all aspects of work. Ensure that equality and diversity are embedded in the way the directorate is led, managed and its services are delivered.
- To be accountable for safeguarding and effective exploitation of all data and information systems within the area(s) managed in line with corporate risk management protocols, and in collaboration with services across the organisation.
- To ensure that all operations are conducted in accordance with the council's Health & Safety policy and all relevant legislation, demonstrating leadership and commitment to continuous improvement in health & safety performance.
- Uphold the Nolan Principles, which are the basis of the ethical standards expected of public office holders.
- To participate in out of hours management arrangements as required by the needs of the service