

	Job Title	Head Of Property Services
	Department	Community Well-Being
	Section	Housing Operations – Property
	Grade	Hay 4
	Reports to	Operational Director - Housing
	Staffing Responsibility	Up to 6 direct reports (and approx. 50 staff in total)

Job Purpose:

As a member of the Housing departmental management team:

1. Lead a portfolio of services in line with departmental and corporate aims and priorities, building a high performing, innovative, customer focused culture that delivers quality and embraces change.
2. As a member of the Departmental Management Team work collegiately to deliver services that meet the needs of individuals, families, estates and communities and to actively contribute to the strategic direction, policy, planning and delivery of services.
3. Support the Directors (Operational and Strategic) to secure the continuous development, improvement, efficiency and success of the department.
4. Contribute to the wider development and delivery of Housing, Community Wellbeing, cross-Council and partnership strategic initiatives and priorities.

Dimensions:

Annual budget responsibility

- Responsibility for the Housing Management – Property operational budget of £4m and collection of £4m income
- Responsibility for delivery of Property capital expenditure of approx. £83m
- As a member of Housing DMT take responsibility for financial authorizations commensurate with the grade across the wider housing services to ensure operational resilience

Staffing responsibility

- Direct reports (established post numbers) = up to 6 service managers
- Indirect reports (established post numbers) = approx. 50 positions

To manage and lead the teams which maximise the potential of Brent Council and BHP housing stock and actively seek to address poor performing assets with innovative and creative solutions which will help meet local housing priorities and improve the value of the stock.

Principal Accountabilities:

1. Work collegiately with colleagues on the Departmental Management Team (DMT), and make a proactive contribution delivering departmental and corporate objectives.
2. Lead and manage a customer focused services in alignment with both corporate and departmental aims and priorities.
3. Work closely with the Operational and Strategic Directors to support effective working relationships with relevant portfolio holders and Heads of Service
4. Support and develop partnership working, including acting as an effective ambassador and advocate with external organisations
5. Strategic Leadership to ensure that Housing Management - Property has a clear and strategic approach to the management of its assets which complies with regulatory standards arising from relevant legislation and Government guidance, is underpinned by reliable evidence, regular review and clear plans are in place to continually improve the services managed and the financial value of the stock
6. Management of core functions including Compliance and Strategic Assets and Property Services (including responsive repairs and planned maintenance)
7. Responsible for ensuring that all core functions are driven by, and respond effectively to, resident needs, ensuring that all functions make best use of resources from customer insight and stock condition
8. Provide challenge within and across the functions and across the Housing services to ensure they deliver services that meet the needs of residents, estates and communities.
9. Lead on the procurement, commercial negotiations, delivery and contract management (ensuring risk is mitigated) of capital works contractors and consultants, including developing procurement strategies for changing services
10. Provide direction, support and guidance to ensure there is an adequate provision for the management of H&S risks including but not limited to: Fire Safety, Gas, Electrical, Water, Asbestos
11. Ensure there are robust systems and approaches around data management and integrity that support the development of clear, accurate investment programmes that support our future financial planning
12. Lead stakeholder and relationship management and engagement associated with asset management, and related wider objectives, to support the delivery of the overall programme
13. Lead a service in alignment with corporate and departmental aims and priorities, including:
 - robust financial management to ensure value for money
 - setting and monitoring clear and ambitious service performance requirements to deliver top quartile performance against relevant benchmarks for Brent's housing service.
 - managing people to deliver an environment which fosters innovation and continuous improvement in service commissioning and delivery.
 - the development and delivery of innovative new models for commissioning and service delivery.
14. Ensure the Operational Director, Lead Member, DMT and the Corporate Management Team are briefed and kept up to date on those aspects for which the post holder has lead responsibility, including highly sensitive matters likely to have a major impact on the Council.
15. Provide clear, balanced and accurate advice and guidance to the Operational and Strategic Directors and Lead Members on the strategic and operational service issues and challenges facing the Service.
16. Responsible for planning, controlling and deploying financial, staffing and physical resources to best effect to deliver agreed service priorities.

17. Provide leadership to the front line upwards gaining ownership of and commitment to the Council's overall aims and values.
18. Deputise for the Operational Director, Housing as required.
19. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well being of children and vulnerable adults.
20. Carry out duties with due regard to the council's customer care; equal opportunities; information governance, data protection, health and safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.
21. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon neutral borough in 2030.
22. Undertake any other duties commensurate with the general level of responsibility of this post.

Job Context:**Brent Council**

1. Wide range of internal and external contacts including directors, senior managers, elected members, professional bodies, partner organisations and government functions involving the use of a wide range of interpersonal skills.
2. Partner other local authorities, public sector organisations and agencies, local businesses, the voluntary sector and other stakeholders.
3. Developing partnership working with key external stakeholders across the public, private and voluntary sectors.
4. Management and leadership of a high performance team.
5. Lead role in the development of the council's services in this area.
6. Operates within a framework set by Corporate and Departmental Management teams but with considerable freedom to shape services.
7. Leads on policy and development and ensures implementation of new legislative requirements.
8. Ensures high professional standards.

Strategic Housing Objectives:

1. To significantly increase (affordable) housing supply
2. To promote wellbeing and reduce economic and social exclusion through an integrated approach to housing and wider service provision
3. To improve the quality of the existing social housing stock and ensure its efficient use
4. To maximise the contribution of the private rented sector to meeting housing need and demand through the provision of decent and well-managed accommodation
5. To significantly reduce levels of homelessness and the use of temporary accommodation.

Additional Information:

DBS Status	Not required
Politically Restricted <i>(delete as appropriate)</i>	No

Person Specification

<p><i>Specify the qualifications, experience, skills and abilities required on the basis of the Job Description.</i></p>	<p>To be identified by: Application Form(A) Test/assessment (T) Interview (I) (Please indicate all that apply)</p>
<p>Qualifications and Professional Membership requirements:</p> <ul style="list-style-type: none"> Evidence of relevant training commensurate with this level of post, or experience in a relevant business setting. Evidence of relevant Continuing Professional Development (CPD) e.g. CIOH 	<p>A, T, I</p>
<p>Knowledge (please specify all essential criteria):</p> <ul style="list-style-type: none"> Up to date knowledge and understanding of the housing & property sector in relation to legislation, regulations and governance, particularly within the context of private housing services, homelessness or housing management 	<p>A, I</p>
<p>Experience (please specify all essential criteria):</p> <ul style="list-style-type: none"> A track record of achievement at a senior leadership level, highly diverse customer centric, organisation including: Proven track record of achieving and managing cultural and organisational change and of leading improvement across housing services. Developing and delivering large scale projects and programmes. A record of innovative achievements in joint working with partners and stakeholders. Experience of contributing as part of a senior management team through effective business planning, budget management and performance appraisal. Substantial experience of partnership working, commanding confidence and building positive working relationships in support of key objectives. Experience of working with politicians or at board level 	<p>A, I A, I A, T, I A, I A, I A, I</p>

<p>Skills and abilities (please specify all essential criteria):</p> <ul style="list-style-type: none"> • Strong Leadership and management skills including people, performance and budget management • Communication, negotiating and influencing skills. • Work collaboratively corporately and departmentally creating a strong team spirit. • Strong role model who demonstrates a personal commitment to high standards of public service, honesty and integrity and professionalism. • Develop and maintain effective partnership arrangements both internal and external to the organisation. • Identify opportunities through multi-agency working that deliver improvements. • Exceptional leadership ability to develop and deliver a clear sense of service direction and purpose. • Excellent judgement and demonstrable track record of senior management decision making. • High level planning and management skills ensuring excellent service delivery. • Think and act strategically, analyse complex evidence and develop practical, innovative and entrepreneurial solutions to the management of strategic issues and complex problems. • Organisational skills to translate strategy into plans and deliver high performing services, managing risks and overcoming barriers to success. • Communication and influencing skills to inform, consult and negotiate with a wide range of audiences in a straightforward, articulate and persuasive manner and the Interpersonal ability to engender confidence and respect. 	<p>A,I</p> <p>A,T,I</p> <p>A,I</p> <p>A</p> <p>A,I</p> <p>A,I</p> <p>A,I</p> <p>A,I</p> <p>A,I</p> <p>A,I</p> <p>A,I</p> <p>A,I</p> <p>A,I</p>
---	--

<p>List desirable criteria:</p>	
--	--

e