

Role Profiles

Role information

Job Title	Head of Housing Services	Position No.	HR use only
Position type	Permanent	Hours per week	37
Grade and Salary Range	SH1 - £87,089 - £98,148 per annum (pro rata for part time)		
Location	Oxford – Town Hall / Work from Home		
Service Area / Directorate	Housing Services / Communities and People		
Responsible To	Executive Director – Communities and People	No. of employees	Up to 110
Budget (£)	Up to £55m	Assets	N/A
Rehabilitation of Offenders Act 1974	Not Exempt	Additional Screening	N/A
Candidate Screening	Not required		
Political Restriction	This post is politically sensitive		

Role purpose

- To be an active part of the Corporate Leadership Team, prioritising and implementing the Corporate Strategy across the Council.
- To lead on, develop and implement the Council's strategic approach and political priorities in relation to Housing and deliver the Service plan for the Housing Landlord and Housing Needs functions and HRA asset management.
- To lead on opportunities in support of corporate strategic and service objectives across key corporate strategies and plans.
- To promote innovation, efficiency and customer focus in service delivery
- To lead on the delivery of exceptional and excellent services in compliance with the relevant regulation and legislation, including the Social Housing Regulator.
- To create a service environment that places the delivery of excellent services to customers at the heart of everything we do by developing a high performing and engaged workforce
- To work in partnership and collaboratively across the Council and with external partners to deliver our Corporate priorities.

Role responsibilities and main duties

- Reporting to the Executive Director of Communities and People, take accountability for the Housing Service including: the Landlord and Housing Needs functions, HRA asset management and strategic priorities.
- To be a member of the Council's Corporate Leadership Team with collective responsibility for the managerial leadership of the Council

- To contribute to corporate programmes which develop strategy and policy, implement programmes and projects and monitor performance.
- To ensure Members of the Council are supported in their leadership and community roles and that they receive appropriate support, training and development to carry out their roles.
- To be responsible for briefing portfolio holders on issues relating to the service area.
- To contribute to the development of the Council's Corporate Plan and other strategies and deliver agreed key targets set within them.
- To stimulate and manage change to ensure that a culture of continuous review and improvement is embedded within the Service, so that 'traditional thinking' is challenged, new ways of working developed and income generation is maximised.
- To lead on the Service contribution to the budget setting process and to be accountable for the Service budgets, ensuring compliance with the Council's Constitution and Standing Orders and that the Council receives value for money from its expenditure.
- To set, achieve and take accountability for performance targets, including external benchmarking.
- To apply political awareness to leadership and service delivery, identifying emerging problems and pro-actively demonstrating strong leadership and effective decision making skills to influence outcomes and manage and mitigate risk.
- To lead by example, through taking personal responsibility and modelling expected leadership behaviour and competencies that reflect the Council's culture and ambition.
- To act as Designated Officer to ensure that the Council is compliant with the Oxfordshire safeguarding Board Policy and Procedures and to take specific responsibility for providing advice and guidance with regard to vulnerable adults.
- To create a high performing effective service that places Tenants at the centre of service delivery and, which is responsive to changing circumstances and demands.
- Provide motivational leadership, management and support to line managers and their teams, ensuring clarity of direction, effective communication and development of personal potential.

The duties and responsibilities set out in this role profile are indicative of the role. They are however, subject to change and you will be required from time to time to undertake other duties commensurate with your grade.

Our commitment to Safeguarding

Oxford City Council is committed to safeguarding and promoting the welfare of children, young people and adults at risk and requires all staff and volunteers to demonstrate this commitment in every aspect of their work.

Who we are looking for

Candidates will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. Each of the criteria below will be measured through, the application form (A), interview (I), test/exercise (T) or documentation (D).

Essential Criteria	A	I	T	D
A track record of delivering excellence through successfully leading a service area and/or a multi-disciplinary team, achieving tangible results and customer focussed services through equality and diversity.	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Experience of managing one or more of the core Housing Service areas of the role.	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Experience of effectively performance managing a diverse workforce and responding to diverse communities.	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Willingness to commit to and drive forward personal development	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>

Experience of effective budget management and delivering cost reductions/income generation targets whilst assessing risks and improving services.	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Experience of partnership working both internally and externally and balancing managerial and political leadership. Demonstrating ability to quickly establish trust and credibility in a co-regulation context.	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Previous experience of engagement with Council Members	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Experience of Workforce planning	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of Project, Programme and Change management methodologies and their application. Understanding of appropriate professional standards and what best practice looks like.	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Experience of leading and delivering significant change and business development initiatives, including people and cultural change	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Experience of successful partnership working both internally and externally and of quickly establishing trust and credibility	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Experience of managing conflicting priorities effectively whilst demonstrating resilience and organisational abilities to retain management performance on track during periods of uncertainty and change.	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>

Desirable Criteria	A	I	T	D
Contributing at corporate / organisation senior leadership level	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Management and/or Housing qualification	✓	<input type="checkbox"/>	<input type="checkbox"/>	✓
Evidence of continual professional development and implementation of learning	✓	<input type="checkbox"/>	<input type="checkbox"/>	✓
Programme management qualification.	✓	<input type="checkbox"/>	<input type="checkbox"/>	✓
Coaching and mentoring experience.	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>

Notes to candidates

In addition to the above criteria, Oxford City Council has developed and embedded a suite of values and behaviours. Full details of these can be found on our web page, under Working for Us. Please familiarise yourself with these values and behaviours. If you are invited for interview you will be asked questions based on them.