

Job Description

JOB TITLE: Assistant Director Housing Access and Support

GRADE: Spot Salary

REPORTING TO: Director of Neighbourhoods

RESPONSIBLE FOR: Lettings and Tenancy Sustainment teams

ROLE SUMMARY

You will strategically lead and manage the delivery of lettings and tenancy sustainment and act as Principal Safeguarding Lead across the business.

You will motivate and inspire teams to deliver outstanding performance, high customer satisfaction and lead innovation and continuous improvement.

Your teams will ensure that customers are enabled and empowered to access the homes and services that meet their needs and that support sustainable tenancies.

You will contribute to directorate and corporate transformation and improvement projects supporting the delivery of the vision and mission of believe housing.

You will model the believe way of working and believe behaviours in your dealings internally and externally.

You will work in partnership with external organisations and foster excellent internal and external working relationships to enhance services.

MAIN DUTIES AND RESPONSIBILITIES

The points below are a summary of your main duties and responsibilities:

- Responsible for the leadership of the believe housing lettings service, making the best use of our stock and ensuring that we match homes to people's needs. Ensuring we develop innovative solutions to let homes quickly and reduce void loss and the other costs associated with empty homes
- responsible for the strategic leadership of the tenancy sustainment team, delivering services that sustain tenancies and reduce tenancy turnover, maximising customers' disposable income and providing support across a range of issues that can negatively impact on a customer's ability to sustain their tenancy
- maintain strategic oversight of key policies, procedures and assurance arrangements relating to lettings, allocations, tenancy sustainment and safeguarding, ensuring compliance with legislation, regulation and good practice
- develop effective partnership working with health and other support services
- lead the organisation approach to safeguarding, including acting as Principal Safeguarding Lead for the business
- responsible for all aspects of the service, including driving the delivery of outstanding performance, developing and inspiring teams to develop and maximise their potential to deliver innovative, cutting-edge service delivery for customers
- continually identify emerging service challenges and opportunities and develop appropriate strategic responses to address them
- proactively manage and report on performance within your areas of responsibility, including strategies for addressing areas of underperformance
- use customer insight, performance data, demand analysis and sector best practice to shape services, improve tenancy outcomes, reduce tenancy failure, support continuous improvement and increase customer satisfaction
- champion equality, diversity and inclusion across lettings and tenancy sustainment services, ensuring that policies, decisions and service delivery are fair, accessible and responsive to the diverse needs of customers, colleagues and communities
- to work in partnership with external organisations to deliver excellent performance and outstanding services for customers
- identify, own and manage risks arising from strategic and operational plans.
- providing vision and leadership to your team by managing people, performance, development, health and wellbeing issues and resources effectively and in line with relevant policies and procedures
- managing a designated budget ensuring that value for money is achieved in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity



- managing health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy
- complying with business confidentiality and information security policies, in line with GDPR and relevant legislation
- live believe housing's values and behaviours, doing the right thing for our customers, our business, and our people
- to deliver financially viable and economically effective services, seeking to gain maximum benefit from the use of resources and increasing social value.

No role profile can be entirely comprehensive, the post holder will be required to undertake additional duties from time to time, in line with the above responsibilities, as required by the Director of Neighbourhoods.

Person Specification

Experience, Skills and Qualifications

	Essential	Desirable	Method of Assessment
Qualifications	Possess a degree level qualification and/or significant relevant experience in a senior leadership role in social housing.	- Foundation degree or level 5 qualification in housing that meets the requirements of the RSH Competence and Conduct Standard - Management degree or equivalent - Membership of the Chartered Institute of Housing	- Application Form - Selection Process - Pre-employment checks

Experience

• Extensive experience in the delivery of operational housing services. • Experience of leading, developing, motivating and managing teams of staff delivering a variety of services. • Experience of developing and delivering strategic plans that deliver corporate objectives • Experience of implementing and managing Performance Management Systems and delivery of continuous improvement. • Experience of leading and delivering change within a complex organisation. • Significant experience of leading services that deliver outstanding customer focused services • Experience of managing complex projects and initiatives. • Experience of effectively setting and managing budgets and resources	• Experience of managing projects within a corporate project management framework	• Application Form • Selection Process
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Skills/knowledge	• Experience of working with and developing new initiatives with partners		
	• Good understanding of business activities including Finance, ICT, Governance, Health & Safety, People and Diversity requirements. • Able to prioritise to achieve targets, costs and time deadlines. • Interpersonal skills of listening, relationship management and emotional intelligence. • A skilled influencer and negotiator able to communicate effectively with external stakeholders, customers, staff and Board Directors, to include report writing and presentations. • Delivery of successful change management and service transformation • Knowledge of national and regional housing issues		• Application Form • Selection Process • Pre-employment checks