

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Director of Housing Services
<b>DEPARTMENT:</b>	Housing Services Directorate
<b>RESPONSIBLE TO:</b>	The Chief Executive
<b>PURPOSE OF THE JOB:</b>	Direct and lead the delivery of a high quality housing management and customer services function, being accountable for ensuring strategic and operational targets are met.

### **RESPONSIBILITIES**

As a member of the Executive Team, play a key role in strategic business planning and be accountable for the delivery of HFH's corporate objectives, particularly in relation to housing management and customer services.

Develop, deliver and monitor a customer focused front line service, working closely with technical/maintenance colleagues and contractors, ensuring tenant and leaseholder customer service standards are met, and customer satisfaction targets achieved.

Direct, monitor and ensure the delivery of a responsive, efficient and cost-effective housing management service, where accountabilities are clear.

Ensure key performance indicators which add value are in place, are regularly reviewed, monitored and challenged and show a continuous improvement in performance.

Ensure robust monitoring of budgets and expenditure, anticipating and highlighting any variance, and taking/recommending remedial action.

Work closely with the Director of Property Services in the development and monitoring of cyclical programmes and proposals to deliver maintenance and remedial works taking account of reinvestment plans.

Ensure proper consultation with and involvement of tenants and leaseholders in service review and development, aiming to ensure the delivery of an effective, value for money customer focused services.

Develop, continuously improve, and monitor for quality and consistency of application Housing Management strategies, policies and plans e.g. Landlord Strategy, Tenancy Management, Anti-Social Behaviour, Older Persons, Voids, Lettings, Estate Inspections, Write-offs etc

Work closely with the Property Services Directorate to facilitate the effective implementation of regeneration initiatives.

As HFH's leading housing professional provide expertise as necessary consistent with current best practice and leading industry thinking and in particular play a leading role in identifying and implementing IT related performance improvement.

Lead and inspire Housing Services staff to high levels of performance, promoting high personal and professional standards and a culture of team work and continuous service improvement to meet current and future customer requirements.

Develop a performance management culture where roles and accountabilities are clear and individual, team and Directorate performance are regularly monitored and under-performance is addressed immediately.

Ensure all staff are supported through regular feedback, both informal and formal (the latter in line with appropriate policies and procedures) to achieve their potential in delivering agreed outcomes.

Develop and maintain effective relationships with a range of stakeholders including the Board, Council, contractors, internal and external customers (tenants and leaseholders) and colleagues, residents groups and community organisations, playing a leading role in developing and implementing effective resident engagement and communication policies and practice.

Deliver high quality reports and management information to a range of forums including the Executive Team, HFH Board and committees/steering groups to ensure effective and timely decision making.

Keep staffing structures under review to ensure that existing resources are used to maximum effectiveness, and are fit for purpose. Make well researched business cases as necessary for review to ensure capability exists to deliver objectives.

Act as an ambassador for HFH, promoting its role and achievements internally and externally.

Ensure compliance with the Policies and Procedures, Financial Regulations and all statutory requirements with particular regard to tendering and contract procedures. Promote compliance with and high standards of Health and Safety and Equality and Diversity policies.

Undertake other duties consistent with the level of the post and deputise as required for the Chief Executive.

This Job description is not exclusive and is designed to set out the main areas of accountability.