

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Housing Partnership Officer

Housing and Communities, Communities and Opportunities

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



West
Northamptonshire
Council

Purpose and impact:

To provide the Council with the performance and project management support that it requires in order to develop effective governance and compliance frameworks to support the Council's ALMO (Northampton Partnership Homes (NPH)).

To set up and maintain systems to support Northampton Partnership Homes' performance, and undertake benchmarking and service analysis as required, to have the assurances that Northampton Partnership Homes (NPH) continue to deliver high quality services for residents, communities and the local authority.

To contribute positively to the development of new working practices and initiatives that help to minimise re-let times, improve service delivery and value for money, and contribute to the achievement of Northampton's strategic priorities, including regeneration, tackling homelessness and maximising the supply of affordable housing

Accountable to:

This role is accountable to the Housing Partnership Manager. The role sits within the Housing Strategy and Partnership Service, part of the Communities & Opportunities Directorate in West Northamptonshire Council.

Responsibilities:

1. Provide the Strategy and Partnership team with the skills and data analysis and project management support it needs to ensure compliance with the Management Agreement and Service Level Agreements, continuous improvement in the management and maintenance of the Council's housing stock, high levels of tenant and leaseholder involvement and satisfaction, and effective governance of Northampton's housing investment programme.
2. Take a proactive and positive lead to develop effective governance and compliance frameworks to promote transparency and assurances with NPH.
3. Maintain a record of performance outcomes, using benchmarking and research of best practice to advise senior managers in the setting and management of Key Performance Indicators.
4. Monitor, manage and report on performance against indicators, including advising senior leaders on the Council's compliance with Regulatory standards.
5. Work with NPH and the Council's Accountable Person for Building Safety to ensure all required information is kept up to date and provided in a timely manner to the Health and Safety Executive.
6. Lead on the coordination of governance meetings ensuring that forward plans are kept up to date and papers are circulated accurately and on time.
7. Co-ordinate, compile and return all statistical and regulatory returns to various Regulators and other Government Departments as required.
8. Ensure that the Council / ALMO governance structure and meeting cycle is delivered in line with agreed Terms of Reference and requirements of the Management Agreement.
9. Prepare, interpret, interrogate, and present complex data sets into appropriate formats to wide variety of audiences including senior management and elected members.
10. Develop and maintain close working relationship with Council services, Northampton Partnership Homes, and a wide range of stakeholders in order to facilitate the flow of information and encourage collaboration and co-operation.
11. Ensure that the Council and Northampton Partnership Homes comply with the Council's Management Agreement and Service Agreements and that all statutory returns are completed accurately, on time and in accordance with the requirements of the Council and the government.

12. Provide Management and Members with advice and briefings on a wide range of ALMO related matters (including housing investment, stock condition, asset management, , performance and governance) in order to inform their understanding and decision making.
13. Set up and maintain systems to monitor performance, undertake benchmarking and service analysis as required, to ensure that that NPH is providing good quality services and its success in managing, maintaining and improving the Council's housing stock, regenerating neighbourhoods, creating sustainable community and building new council homes.
14. Ensure that the Council is provided with consistent, high-quality information about its housing assets in order to assist long term planning and improvements.
15. Work closely with Northampton Partnership Homes to ensure that the housing investment programme is successfully planned, monitored and delivered.
16. Work collaboratively with Northampton Partnership Homes to routinely review customer satisfaction and complaints in order to ensure that customers' views help shape service provision and that future service delivery reflects the lessons learned.
17. Represent the Council on a variety of forums and working parties for the purpose of exchanging information, improving joint working, developing strategy, delivering better outcomes for tenants and leaseholders, and enhancing the Council's reputation.
18. Perform any other duties (consistent with the grade and objectives of the post) that are required by the Partnership Manager in order to ensure the delivery of a high quality, responsive and effective working partnership with NPH.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Excellent interpersonal, negotiating and influencing skills and the ability to communicate clearly and effectively with a range of audiences	E	A/I
Demonstrate ICT skills sufficient to maximise the use of software applications, particularly the use of Excel and Performance Management Software packages	E	A/I
Able to work to deadlines and be able to prioritise workloads	E	A/I
Flexibility to occasionally work outside of normal working hours and able and willing to travel to and work from other locations	E	A/I
Fully understands their role in the context of safeguarding children, young people and vulnerable adults, in a housing environment.	E	A/I
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	E	A/I

Knowledge:	Essential / Desirable	Measured by
A good understanding of research and analytical skills to produce and interpret statistical data and the production of performance information to meet management needs	E	A/T/I
Experience of monitoring of contracts, service level agreements and quality assurances	E	A/I
Experience in collating data and providing information to support complex analysis, evaluate options/recommendations and creating capital and revenue business case reports, and managing and forecasting of budgets	E	A/I

Relevant experience:	Essential / Desirable	Measured by
Excellent understanding of the financial and regulatory framework and funding regimes relating to social housing, registered providers and ALMOs	E	A/I
Experience of undertaking audits and financial analysis	D	A/I
Experience of working collaboratively and in partnership with other services and organisations to monitor, evaluate and help improve services through contract managements, auditing principles and quality assurance.	E	A/I
Experience of collating evidence to support deliver of performance plans, setting targets and monitoring outturn.	E	A/I
Ability to contribute to reports and policies that explain complex situations, concepts and legislation effectively and succinctly to a diverse range of audiences.	E	A/I
Experience of being a member of a project team	E	A/I

Experience of contributing towards commissioning and/or monitoring the delivery of services	E	A/I
---	---	-----

Education, training, and work qualifications:	Essential / Desirable	Measured by
Educated to degree level or equivalent qualification or has experience in a related role	E	A/D
Chartered Institute of Housing – Chartered Membership (for those with a CIH recognised qualification at Level 4 or above, or members who have completed an experiential route accredited by CIH.)	D	A/D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance, and verification of certificates.

Day-to-day in the role:

Hours:	37 hours per week	Primary work base:	One Angel Square
Job family band:	PS6	Worker type:	Flexible
Salary range:	£31,869 - £34,663	Budget responsibility:	None
People management responsibility:	None		

Working conditions & how we work:

This role has been identified as a flexible worker type; this means that you will be able to carry out the majority (3 days plus) of your work remotely.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent, and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional, and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn, and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

