



**North  
Northamptonshire  
Council**



**North  
Northamptonshire  
Council**

**North Northamptonshire Council  
Job Description and Person Specification**

**Head of Housing Management**

**Directorate : Adults, Health Partnerships and Housing**

**Service Group: Housing**

**Reports to: Assistant Director Strategic Housing, Development and Property Services.**

**Salary scale: NNC Grade 12.**

**Responsible for: Housing Management, Income Management, Sheltered Housing, Housing Support Services, Leasehold Services.**

**Purpose of the job**

- To work with the Assistant Director of Strategic Housing, Development and Property Services, to drive and deliver a proactive, dynamic, agile, customer first, high performance, value for money, seamless and inclusive housing management service. That has high levels of customer satisfaction and engagement, ensuring a caring service culture that supports the needs of tenants and leaseholders.
- To lead, oversee and be responsible for the strategic and operational management of the council's housing management, leasehold management, income management, sheltered services and housing support services. Ensuring the housing services teams identify, prioritise and assist residents to sustain their tenancies.
- To ensure that the council achieves against its statutory and legal duties in the management of council owned stock, sheltered and leasehold properties.

- To ensure that all properties, sheltered schemes, housing land and estates are safe and regularly inspected to identify and resolve any issues and maintained to the highest standards.
- To ensure compliance with building safety and health and safety requirement on housing properties, sheltered and leasehold, housing owned land and estates.
- To ensure the maximum recovery of all housing income to ensure the Housing Revenue Account is balanced, and all income maximised. Including being the responsible officer for annual rent increases, service charges, sec 20 and fees and charges that relate to all housing services provision.
- To work with colleagues in housing options, repairs, development and finance to ensure the maximised use of Right to Buy receipts to maximise the purchase, acquisition and development of new homes.
- To work with colleagues across the council such as revenue and benefits, waste management, highways, planning, estates, communities and leisure, and community safety to provide joined up solutions to matters that are important to housing tenants, sheltered residents and leaseholders.
- To ensure vulnerable residents are identified, and provided with support to sustain tenancies, and improve outcomes
- To ensure the correct allocation of properties, in line with rules of succession, tenancy change, assignment, allocations to ensure that only those legally eligible for council housing secure the legal tenure.
- To ensure the service areas deal promptly with unlawful occupancy, abandonment and trespass cases, and any other breaches of tenancy.
- To take the lead in formulating the council's key housing strategies, including the Housing Strategy, Tenant Engagement Strategy, Estate Strategy , Income Strategy. Leasehold Management, and Sheltered Strategy and all other relevant policies and procedures.
- To develop and implement plans and strategies to transform the council's housing service by building effective partnership working across the council and with external stakeholders to deliver best in sector services. Including working with MHCLG, The Regulator for Social Housing, The Housing Ombudsman, Care Quality Commission, private sector partners, voluntary agencies and other registered providers to enhance service delivery, and lead on best practice.

- To ensure compliance with all required legislation, statutory, regulatory and financial requirements, including the submission of all required reports and returns.
- Ensuring that the housing service meets the needs and expectations of tenants and leaseholders, and works to support the council's wider Place shaping agenda by creating safe, secure and well maintained, energy efficient and decent homes across North Northamptonshire.
- To champion and deliver against the councils Vision and Values and the ***One Team*** and ***One Council*** Ethos. At all times positively and professionally representing the council's interests with external stakeholders, including partners and contractors.

### **Key Relationships**

- Externally: Wide network of contacts from within the public, private, voluntary and government sectors at national, regional and local levels including stakeholders, grant funded organisations, government departments and external funders.
- Internally: Chief Executive, Elected Members, Directors, Assistant Directors, and managers and teams from across the council.

### **Key Accountabilities**

Accountable for:

- The management of all income related the to the Housing Revenue Account for housing services.  
The management of budgets and delivery of the MTFP within areas of responsibility.
- The management and statutory returns for compliance and central government funding or any future programmes
- Strategic leadership and delivery of housing management, leasehold management, income management, sheltered services and housing support services within North Northamptonshire Councils responsibility.
- Effective management and implementation of significant change, transformation and improvements to the Service as directed by CLT and elected members.
- Any other corporate duties as reasonably required, including but not limited to briefing members, attending formal meetings; compliance with all statutory requirements and contributing to employee relation matters as defined by policy across the authority.
- The performance, compliance , health and safety, and management of council owned, housing, sheltered and housing stock and developments across the area.

## **Principal responsibilities**

1. To provide clear and direct leadership, and staff management of the council's housing management, leasehold management, income management, sheltered services and housing support services to deliver high performance across teams and identify strategies to deliver continuous improvement across all housing functions.
2. To ensure and be accountable for the successful delivery of all day-to-day functions provided by the service in accordance with legislation, regulatory and statutory requirements, corporate objectives, service plans, performance management systems and approved budgets.
3. To be responsible for leading the management of all employees (permanent, temporary, seconded and agency) within the service and to oversee all aspects of workforce management, including recruitment, development, training, performance and discipline.
4. To be a role model for the service, demonstrating authenticity, integrity, resilience, and compassion and focussing on communication, personal development, and wellbeing.
5. To champion the highest standards of behaviour and professionalism across the entire service.
6. To create, motivate and lead well trained, motivated, engaged and high-performing teams, empowering them to deliver exceptional , proactive and responsive and prevention housing solutions services. Supporting staff and teams to take full responsibility and ownership to deliver excellent services, and to find solutions to prevent service failures.
7. To work to encourage and deliver best practice by horizon scanning and bringing new ideas, new services and business opportunities to enhance the services, business and financial viability of the housing solutions service.
8. To assess and react to new statutory requirements and recommend changes to policies and procedures to ensure that the Council achieves its strategic aims and fulfils its statutory obligations.
9. To Identify opportunities to streamline business processes and systems and ensuring that they are being successfully embedded into the service areas and followed.

10. To be responsible for the management of performance for Housing Services through the implementation, monitoring and review of an effective performance management framework/culture and its reporting both internally and externally to the Council. Ensuring the successful delivery of the targets set for the service within service plans, or otherwise by the Assistant Director of Strategic Housing, Development and Property Services.
11. To develop innovative and imaginative responses to the service delivery challenges facing the Council.
12. To undertake research and investigative work as required, including commissioning and managing research projects undertaken by external consultants.
13. To work with partner agencies, strategic partners, government agencies, other Registered providers and the voluntary and charitable sector, to enhance the range and services available to council tenants and leaseholders.
14. To work with other Heads of Services within the Housing Directorate to lead on the translation of the councils' and directorates strategic plans into defined operational plans and service area outcomes.
15. To prepare and present reports and attend committees, boards, panels and other meetings as required by the council, and as designated by the Assistant Director of Strategic Housing, Development and Property Services.
16. To provide professional and technical guidance and advice for all aspects of the functions of the service to the Assistant Director of Strategic Housing, Development and Property Services, Corporate Leadership Team, elected members, staff, other employees and members of the public.
17. To lead on the best use of 'digital' and other technologies and best practice to provide an improved experience for service users, employees, members and partners, and lead on the development, project management and implementation of all associated Housing services data systems.
18. To lead on Health and Safety, Building Safety and compliance for the services within this area ensuring that properties and housing stock are effectively managed and legally compliant in accordance with relevant legislation. Ensuring that risks are evaluated and managed, within the legal framework and the wider organisational context whilst supporting service outcomes.

19. To lead on Civil Contingencies Matters including Business Continuity planning and emergency incident planning for the services within this area.
20. To achieve performance and financial targets set for operating costs, the Housing Revenue Account budget and spend, across the medium-term financial plan. Ensuring at all times compliance with financial regulations, governance and delegated authorities.
21. To be responsible for ensuring that there is effective and timely forecasting and analysis of business and financial data to enable robust budget management and budget planning, minimising financial risks, and maximising potential efficiencies.
22. To be responsible for the management of risk, ensuring that lines of accountability are clear and well understood and systems are in place for monitoring, evaluating, and managing compliance, operating and project risks to secure the reputation of the council.
23. To ensure compliance with all audit and governance requirements and ensure all actions, recommendations and reports are completed to corporate timelines.
24. To lead on the delivery of projects, interventions, improvements and initiatives and develop strategies, policies in-line with corporate and business plans, and service needs and requirements.
25. To lead and develop the procurement and contract management strategies for addition HRA properties, or leased stock to secure cost-effective outcomes by:
  - contract development, negotiations, and regular review in order to ensure the availability of required services and promote service improvement planning and delivery.
  - Developing partnership arrangements.
26. To ensure that enquiries, complaints, ombudsman enquiries, housing reviews, judicial reviews, and complex cases are managed and completed to a high and consistent standard, and in a timely manner including investigating complaints made against members of staff under the management of the post holder, and to work in coordination with the Council's Complaints & Compliments Team.
27. To represent the Council on housing services in local, regional and national forums as required, including the representation of the Council or service on specialist bodies as required by the Assistant Director of Strategic Housing, Development and Property Services.

28. To deputise for the Assistant Director of Strategic Housing, Development and Property Services, in their absence as required.

### **General responsibilities applicable to all jobs**

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

Note: the job description is not a definite list of tasks. It is designed to give an overall view of the job. It is not an indicator of the sole requirements to do your work. It is expected that you will use initiative and develop your own style to achieve the overall purpose.

Reasonable adjustments will be made to working arrangements to accommodate a person with a disability who would otherwise be prevented from undertaking the work.

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.

### **Special features of the post**

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure. Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a Local Authority, other than a Parish Council.

The post holder must be able to:

- Engage with all stakeholders and take responsibility for driving forward and implementing service improvements.
- Create innovation and empower teams.
- Drive and maximise income opportunities and efficiencies within the service.
- Effectively negotiate and influence to achieve the corporate and Service vision.
- Maximise relationships across the team, service and organisational boundaries to achieve desired results.
- Strong management and staff development skills and the ability to create a strong team ethos.
- Keep up to date with new developments within areas of responsibility to enhance personal effectiveness.
- Communicate effectively with both individuals and groups of all sizes at all levels, internal and external to the Authority.
- Promote equal opportunities within all aspects of service delivery and employee relations.
- Post holder will be expected to work to the requirements of the service, occasionally working outside normal working hours and usual places of work.
- Post holder must be prepared to undertake training as required.
- A valid driving licence and access to a car for work purposes is essential



## Person Specification

Attributes	Essential criteria	Desirable criteria
<p>Education, Qualifications and Training</p>	<p>Degree in a housing or related subject or at least 5 years' experience of senior level management of a housing services , incomes services. leasehold management, sheltered housing and support services.</p> <p>Detailed knowledge and understanding of Housing and Tenancy Law, including expert knowledge of The Housing Acts , 1985, 1996 and 1998. The Localism Act 2021 , The Social Housing Regulations Act 2024, The leasehold and Freehold Reform Acts 2024, Law of Property Act 1925</p> <p>In addition to expert knowledge, experience and application of</p> <ul style="list-style-type: none"> <li>• Landlord and Tenant Act 1987</li> <li>• Housing and tenancy Law, governance and relevant statutory instruments</li> <li>• The Law of Property Act 1925</li> <li>• Leaseholder Reform Acts 1993, 2022 and 2024</li> <li>• Building safety Act 2022 and 2024</li> </ul>	<p>Post graduate diploma /Master's degree in housing management or related subject</p> <p>Management qualification (Minimum NVQ Level 4 or equivalent)</p> <p>Prepared to study for a vocational management qualification or similar</p>

Attributes	Essential criteria	Desirable criteria
	<ul style="list-style-type: none"> <li>• Consumer Rights Act 2015</li> <li>• Equalities Act 2011</li> <li>• Homes ( fitness for human habitation and liability standards) Act 2018</li> <li>• Law of Property Act Miscellaneous Provisions 1989</li> </ul> <p>Extensive and demonstrable experience of managing housing services , incomes services. leasehold management, sheltered housing and support services</p> <p>Experience of undertaking Housing reviews and appeals procedures</p> <p>Membership of relevant Professional Body/ and or management qualification e.g. CIH CMI, ILM</p> <p>Evidence of continuing professional development</p> <p>Driving Licence</p>	

<b>Attributes</b>	<b>Essential criteria</b>	<b>Desirable criteria</b>
<p>Experience and Knowledge</p>	<p>Expert knowledge , experience and understanding of housing legislation, policy, procedure and practice as it relates to housing services , incomes services. leasehold management, sheltered housing and support services.</p> <p>A proven track record of consistent and demonstrable achievement at a Senior Strategic management level.</p> <p>A proven track record of achievement within housing services , incomes services. leasehold management, sheltered housing and support services with a similar complexity and nature that would give relevant transferrable skills.</p> <p>High Level experience of resident engagement, customer journey mapping and resident satisfaction delivery models.</p> <p>Demonstrable understanding of principles of service operations management, including service performance management and evaluation of impact.</p> <p>Understanding of procurement, contract management and commissioning regulations and policies.</p> <p>Knowledge of local authority governance and processes for decision making.</p>	<p>Project management skills</p> <p>Experiencing of large scale decants for regeneration purposes</p> <p>Experience of supporting care leavers</p>

Attributes	Essential criteria	Desirable criteria
	<p>Demonstrable understanding of Council priorities and strategies relating to homelessness, allocations , temporary accommodation and housing options and the wider homeless and place shaping agenda.</p> <p>Demonstrable knowledge of procuring additional housing stock via Right to Buy receipts.</p> <p>Knowledge of housing bid arrangements as they relate to procuring and commissioning housing services, including bid writing, and applying for grants.</p> <p>Extensive experience regulatory and statutory returns</p> <p>Significant experience of leading, developing, managing and motivating a team.</p> <p>Proven performance management experience and oversight of team objectives and service planning.</p> <p>Experience of successfully managing change which has led to service improvements.</p> <p>Proven experience and ability to thrive in a complex environment and demonstrate resilience taking personal responsibility for making things happen and achieving desired results.</p>	

Attributes	Essential criteria	Desirable criteria
	<p>Experience of being responsible for a budget and ensuring that this is appropriately managed within financial regulations and audit ready.</p> <p>Experience of collecting relevant information to feed into service delivery, design and strategy.</p> <p>Experience of developing and sustaining a culture that meets the needs of and engages with customers and staff within a safe, open and high-performing working environment.</p> <p>A track record of working in and forging successful partnerships with a wide range of internal and external bodies including governmental and non-governmental organisations, the private and voluntary sectors.</p> <p>Excellent Report Writing skills</p> <p>Extensive experience dealing with complex and/or contentious and/or politically sensitive issues</p> <p>Project management skills</p> <p>Experience dealing with the media</p>	

Attributes	Essential criteria	Desirable criteria
	<p>Excellent leadership, negotiation and influencing skills, including change management and significant service delivery improvement.</p> <p>Excellent time management skills, with the ability to plan and deliver objectives with an agreed timeframe and be flexible in work approaches.</p>	
Ability and Skills	<p>Recognition of the political environment of Local Government, demonstrating an understanding of how to approach sensitive matters.</p> <p>Demonstrate excellent communication skills level of written and oral communication and IT user skill.</p> <p>Ability to develop, influence and maintain good working relationships with a wide range of customers, stakeholders and partners.</p> <p>Innovative approach to problem solving and achieving value for money.</p> <p>Excellent performance and financial management skills</p> <p>Ability and willingness to attend evening committee meetings</p>	

Attributes	Essential criteria	Desirable criteria
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Safeguarding	Demonstrate an understanding of the safe working practices that apply to this role.	