

## ASHFORD BOROUGH COUNCIL

### JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Head of Housing Assets</b>
<b>GRADE:</b>	MG4
<b>POST NUMBER:</b>	6929
<b>RESPONSIBLE TO</b>	Assistant Director of Housing
<b>JOB SUMMARY:</b>	<p>To provide strong leadership and management support to technical and non-technical teams delivering repairs and maintenance to the Council's Housing Stock.</p> <p>To lead in the transformation of the service to meet best practice, and deliver excellent outcomes for customers, with services delivered efficiently, quickly and within budget.</p> <p>To deliver a step change improvement to the delivery of housing repairs services drawing on best practice and innovative approaches, designed to optimise service delivery.</p> <p>To be responsible for ensuring that the housing stock meets all health and safety, compliancy, legislative and good practice requirements.</p> <p>Create a positive can-do staff culture, managing change effectively</p>
<b>ROLE REQUIREMENTS:</b>	
1.	To lead the responsive repairs and planned maintenance teams and oversee the delivery and development of an in-house repairs service to provide an effective and coordinated service. This will ensure that corporate priorities are delivered, staff, customer and local community needs are identified and responded to accordingly, and that budgets are closely managed, systems are fit for purpose and services delivered efficiently.
2.	To ensure that the Council is delivering services in accordance with legislative requirements to include a strong focus on delivering safe, good quality homes that meet all required compliancy measures and the requirements of the Housing Regulator.

3.	To ensure the continued delivery of services ensuring systems and processes are regularly reviewed, using plan, do, check, review methodologies, implementing innovative practices, to drive continuous improvement across all service areas.
4.	To develop and maintain a relationship with the Portfolio Holders and elected members, keeping them informed about services and providing advice as appropriate.
5.	To prepare formal reports about the services and projects. To attend Management Team, Cabinet and other committees, groups and forums as required, presenting papers, presentations or deputising for the Assistant Director as required.
6.	Ensure that the teams deliver a high level of customer communication and liaison. Attend meetings with members, stakeholders (including forum groups) Council, clients and customers as required to develop a proactive, reactive, and listening service.
7.	To ensure, in conjunction with the Assistant Director, that the work of staff under your direct control is coordinated with the operational activities of all units within the directorate and with staff in other directorates in joint and corporate cross-cutting initiatives to deliver services in an integrated way.
8.	To contribute to the creation and monitoring of Service-related analytics and key performance indicators to identify drive and delivery of excellent services and repairs performance.
9.	Continuously develop the Housing Asset strategy, maintaining the proper balance between planned and responsive repairs to ensure accountability, effective spend on resources, and to minimise ongoing costs of repairs and maintenance in order to reduce the cost of living in our properties
10.	Ensure that the service operates to deliver optimum service levels whilst reflecting the priorities agreed within the Corporate plan and Housing Revenue Account Business plan..
11.	To ensure, in conjunction with the Assistant Director, that the work of staff under your direct control is coordinated with the operational activities of all units within the directorate and with staff in other directorates in joint and corporate cross-cutting initiatives to deliver services in an integrated way.
12.	To ensure that complaints are managed proactively reflecting a strong customer focus. Learn from complaints made and drive improvements to services.
13.	Develop strong partnership relationships with key organisations

	and contractors; to include Kent Fire and Rescue Services, Police, Kent County Council UK Power networks, utility providers, etc. Ensure contractors are performance managed and take action to report and resolve any areas of concern or poor performance.
14.	Be responsible for service planning and service development monitoring and management of appropriate budgets across all aspects of direct services.
15.	To ensure that there is a 24/7 out of hours provision for emergency repairs as set out in the repairing obligations
16.	To contribute to the preparation and maintenance of the Council's Emergency Planning and Business Continuity Plans(s) and ensure that appropriate arrangements are in place to enable service delivery to tenants to be maintained in the event of an incident.
17.	<p><b>Equal Opportunities</b></p> <p>a) To promote equality of opportunity in employment and service provision and eliminate unlawful discrimination.</p> <p>b) To recognise that people have different abilities to contribute to the Council's goals and performance and to take necessary action to give everyone a chance to contribute and compete on equal terms.</p>
18.	<p><b>Emergency Planning</b></p> <p>a) To participate as required in the Council's Emergency Planning operations including undertaking training and exercising as directed</p> <p>b) To participate in the response to an emergency which may involve duties outside your normal job description and at times outside your contracted hours.</p> <p>c) To participate in the recovery stage following the emergency.</p>
19.	<p><b>Business Continuity</b></p> <p>In the event that an incident has occurred which disrupts the Council's ability to deliver its critical functions, to undertake duties within your competencies in other departments and/or at other locations.</p>
20.	<p><b>Data Protection</b></p> <p>To ensure that data quality and integrity is maintained, and that data is processed in accordance with Council policy, the Data Protection Act, the Freedom of Information Act, and other legislation.</p>
21.	<p><b>Health and Safety</b></p> <p>All employees have responsibilities under The Health and</p>

	Safety at Work Act 1974. These responsibilities are laid out in the Council's Health and Safety Policy, available on the Intranet or from Personnel.
22.	<b>Safeguarding</b> Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and adults at risk of harm within the borough.
23.	<b>Additional Duties</b> To undertake any additional duties of a similar level of responsibility as may be required from time to time.
<b>OTHER CONDITIONS: Essential Car User – A full clean driving licence is required.</b>	
<b>March 2024</b>	

## PERSON SPECIFICATION

<b>JOB TITLE:</b>	Head of Housing Assets
<b>POST NUMBER:</b>	New post

	<b>Essential</b>	<b>Desirable</b>
<b>EDUCATION &amp; TRAINING/ QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>➤ Educated to degree standard</li> </ul>	<ul style="list-style-type: none"> <li>➤ DMS Management qualification or equivalent</li> <li>➤ Health and safety management qualification</li> <li>➤ Professional Qualification suitable technical qualification, or a Chartered Member of the Institute of Housing</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>➤ Strong track record of managing transformation and change.</li> <li>➤ Experience of managing large teams</li> <li>➤ Extensive experience of managing and controlling budgets</li> <li>➤ Proven Local Authority or Housing Association contract management experience, including tendering, procurement, and management of contractors</li> <li>➤ Demonstrable ability to implement and meet targets</li> </ul>	<ul style="list-style-type: none"> <li>➤ Extensive experience of working in a social housing setting</li> <li>➤ Management of an in-house direct service organisation</li> <li>➤ Senior Management of a repairs and maintenance service</li> <li>➤ Experience of working in a political environment and in working with elected members.</li> </ul>
<b>SKILLS &amp; KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>➤ Excellent communication skills</li> </ul>	

	<ul style="list-style-type: none"> <li>➤ Excellent leadership skills</li> <li>➤ Strong customer orientation</li> <li>➤ Ability to work well under pressure in a fast moving and challenging environment.</li> <li>➤ Strong planning and organisational skills.</li> </ul>	
<p><b>OTHER REQUIREMENTS</b></p>	<ul style="list-style-type: none"> <li>➤ Confident</li> <li>➤ Flexible</li> <li>➤ Competent user of IT programs, e.g. Microsoft Office programs, GIS, databases, and Microsoft Project.</li> <li>➤ Demonstrable organizational ability</li> <li>➤ Team player</li> </ul>	
<p><b>OTHER ESSENTIAL REQUIREMENTS TO CARRY OUT POST:</b></p> <p>Essential Care User - Full driving licence is required.</p>		



## KEY COMPETENCY AREAS

Our Competency Framework has been developed and reviewed over several years in order to achieve a set of professional and key behaviours that our team display every day within our roles.

It applies to every member of staff, regardless of their role or service that they work for. It considers best practice but also the level at which our team members work in different areas of their job. So although the competency itself will apply to all levels, how it is evidenced within the individual job role may vary.

The competencies will be used for:

**Recruitment and Selection** – interview questions will be based on these key behaviours to ensure we are bringing the right people into the organisation.

**Performance management including appraisals** – to keep checking that we are all displaying the right behaviours that will ensure the success of the council's aspirations

**Training and development** – to help our teams and individuals focus on developing key behaviours and characteristics

The 9 basic competencies fall under our three values which are integral to the way we do things around here:

AMBITIOUS	CREATIVE	TRUSTWORTHY
Positive	Innovative	Professional Behaviour
Continuous Improvement	Open to Change	Accountable
Commercial and Enterprising	Decision Making and Problem Solving	Communication