#### **Role profile**

**Job Title: Housing Policy Assistant Manager**

**Post Number(s) 205398 Grade: PO4**

**Directorate: Housing, Planning and Economic Regeneration**

**Service: Housing Planning and Resources**

**Reports to: Housing Planning Manager**

**PURPOSE OF ROLE:**

To work effectively as part of the Housing Planning and Resources team delivering corporate objectives through partnership working with Private Registered Providers (PRP) of social housing operating in Hounslow, in line with our Corporate Plan and Housing Strategy, under the direction of the Head of Service and through divisional service plans.

This includes promoting social, environmental and economic wellbeing across the borough and highlighting joint working between PRPs and the Council. From strategic initiatives to increase the supply of affordable housing through new development; to the operational fulfilment of units through nomination rights, ensuring the effective application of the council’s Allocations Policy, to tackle homelessness while meeting our equalities obligations; and acting as the primary point of contact at the council for Hounslow residents who are experiencing issues with their PRP landlord or estate.

You will own and build relationships between the council, PRPs and our shared residents to ensure that we are collectively forward-looking, performance-driven and customer-focused whilst being responsive to emerging corporate and housing issues and compliant with housing regulation.

**Responsible for:** direct line-management of 1x career grade project officer plus additional seconded or fixed-term project officers, as required.

**KEY ACCOUNTABILITIES:**

To be the principal point of contact for all issues involving PRPs within the London Borough of Hounslow, including maintaining a database of key contacts, stock and units across all PRPs, to advise officers, councillors and MPs on the appropriate reporting and escalation procedures to resolve issues affecting our residents.

Work with PRPs to implement Hounslow’s Allocations Policy, contributing to the smooth operation of nominations, transfers and reciprocal arrangements with a focus on reducing voids, optimising equalities and access to appropriate adapted housing for residents with disabilities, and preventing tenancy fraud.

Ensure effective and efficient co-ordination of stand-alone initiatives and programmes of work between the council and PRPs, to deliver corporate and Housing service objectives, by ensuring regular strategic reporting of Key Performance Indicators; the progress of projects and programmes against milestones, budgets, risk, outcomes; and regulatory compliance. This will include working with PRPs to support proposals for the development of new units in the borough.

Produce reports, data and analysis to analyse emerging issues affecting residents including trends and patterns in complaints, service issues, social, economic, environmental and housing need across the borough, continuously monitor KPIs to ensure resources are aligned to these needs.

Ensure that all initiatives and projects are delivered to on budget, on time and managed with an appropriate profile of risk.

Lead on joint engagement activities with the residents of PRPs; present information on a diverse housing issues, such community concerns, building safety and the council’s strategy to tackle housing need, to a diverse range of audiences in a concise and clear manner. This may include delivery of presentations, public speaking and facilitating workshops or focus groups to large and small audiences of residents, officers of the council and PRPs, and politicians.

Understand the key issues affecting all providers of social housing in the borough such as lack of supply, overcrowding and under occupation, housing standards and voids. Contribute appropriately to the development and implementation of service improvement plans to address these issues across all social housing stock in the borough.

Work with colleagues across the council but particularly in Community Engagement, Safety and Solutions, and Enforcement, to tackle issues negatively affecting PRP and council residents such as Antisocial behaviour, drug, gang and hate crime and incidents, ensuring that appropriate support and enforcement actions are in place.

To be accountable for the performance of staff directly reporting to the role, including mentoring, management and assessing performance.

Assist with the development and implementation of policies, procedures and best practice to improve and enhance Joint working between the council and PRPs, including service delivery, enquiries and complaints handling, and performance.

Manage workloads within and across teams to ensure resources are targeted in the

right place at the right time and cross cuttings issues are identified with joined up

solutions borough wide.

Work effectively in a changeable environment, leading a team to achieve targets and

service objectives with competing priorities, while continuously improving our service

offer to tenants to meet changing needs and integrate digital solutions.

Keep up to date with key legislation, policies and procedures, and maintain an expert

awareness of issues that can cause legal, reputational and financial risks to the council,

taking action to mitigate or prevent risks arising and ensuring value for money service

delivery.

Lead safe working practices to comply with legislation, policies and procedures, while

mitigating risks posed by challenging behaviour, ensuring information is accurately

recorded to minimise risks to others This includes leading on engagement with PRP residents in response to any incident affecting them on their estates. sUndertake other duties commensurate with the purpose of the post, including response to emergencies as required.

**These are the values that drive us:**

**Lead with heart**

We’re here for the people of Hounslow. We work together with them and for

them with care and compassion, with patience and in partnership. We put

ourselves in other’s shoes, remembering that every person is different,

and every interaction is a real moment in their lives. We always feel first.

**Do new**

We need to do things differently if we’re going to help Hounslow people thrive

in the future. Hard work is important but it’s not enough on its own. We need to

challenge ourselves to break new ground, invent new approaches, try new

ideas keep moving forward and keep improving. That means being ready to

stop doing things we’ve done before. It means taking on risk and backing each

other when we take a leap.

**Pass on the power**

The world keeps on changing and we need to change with it. We won’t be able

to adapt fast enough to the future needs of our residents if we stick to old

fashioned command and control. We need to hand over responsibility and give

people more power to make decisions and take action themselves. It’s about

being transparent and straightforward. It’s about providing tools and support.

But most of all, it’s about being ready to trust each other to do the right thing.

**Harness the mix**

We work together, across disciplines and roles. We talk lots, share our

insights, our skills and experience. We’re not interested in siloes or

defensiveness. We’re always open to different approaches, we’re flexible

and ready to adapt. We break down the barriers between our parts and

people to unlock the problem-solving power of our amazing mix of minds.

**Be a rock**

There’s lots to do and people need us. It’s up to us to take the initiative.

To take responsibility. To stand up and be counted. Everyday. It’s about

being super focused, effective and efficient. It’s about allocating our

resources smartly and with good rationale – using data to help guide our

decisions. But most of all, it’s about having the strength and determination

to keep on going through thick and thin.

**The things about you that are most important:**

* You are an excellent communicator with a proven ability to engage with all levels of key stakeholders in a business to business setting, developing and managing multiple relationships, including contact with customers/clients.
* You understand the social housing context and new regulatory regime, and have an ability to analyse complex, large datasets and qualitative information to present summary information at an appropriate level that increases understanding of issues affecting residents and landlords including the council and PRPs.
* A self-starter with a ‘can do’ attitude, displaying a high level of interpersonal and influencing skills with the ability to self-learn and develop bespoke solutions through effective problem solving, both on your own and as part of a diverse team.
* Ability to develop project plans, manage projects in line with natural or prescribed project management frameworks, including coordinating simultaneous delivery of multiple projects, which may be managed across different services or partners.
* Ability to build and maintain a wide network of internal and external relationships and facilitate multi-agency working in the best interests of the council and service users.

**Qualifications:**

A relevant degree or demonstrable experience of managing successful projects and relationships int he housing sector.