

# Head of Service – Housing Solutions and Supply and Acquisitions



JE Code: JE2419

**Job Title:** Head of Service – Housing Solutions, and Supply and Acquisitions  
**Service:** Adult Services  
**Reports to:** Group Head Housing and Support  
**Job Family:** Strategic Leadership  
**Grade:** M  
**Date:** July 2023

## Key Deliverables

1.	Provide strategic lead with operational vision, leadership and management of the Housing Solutions, and Supply and Acquisitions Services. Being a visible presence to motivate and inspire delivery of outstanding performance, that places the customer first whilst ensuring value for money.
2.	To develop innovative services that support people to identify solutions and options to their housing needs and the large-scale procurement of properties in the private rented sector for housing solutions and temporary accommodation.
3.	To develop existing relationships with internal teams and external organisations that support households at risk of homelessness.
4.	To lead on the Council's resettlement of refugees placed in Milton Keynes by the Home Office.
5.	To collaborate with Planning and Development during the formative stages of new development schemes and open market purchases to ensure the needs and preferences of social housing clients are considered in the development of viable and sustainable long term housing solutions.
6.	Represent the service and MKC at local, regional, and national forums, including deputising for the Director of Adult Services. Demonstrating, via excellent written and verbal communication, expert knowledge in government policy, proposals, directives and legislation relating to homelessness prevention, housing allocations and the procurement of private rented sector and temporary accommodation. This includes ensuring data and reports are collated and submitted as required to councillors, senior leadership teams and government.
7.	To manage allocated budgets for the service, delegated budgets, and other resources, utilising them innovatively and creatively to deliver best outcomes for customers, ensuring effective balancing of risk and need, forecasting and monitoring projections to deliver the service within budget that supports the day-to-day management of resources related to delivery of the statutory functions.
8.	Take overall responsibility for interpreting, briefing, and making recommendations to the Director of Adult Services and council members in relation to policy changes and legislation, analysing the impact on service delivery. Preparing and delivering key reports and completing bids, attending council meetings, scrutiny committee and chairing management meetings as required.
9.	Working as part of the Adult Service leadership team, undertaking strategic long-term planning in context of the managerial, legislative, regulatory and national/regional/local and political agenda.
10.	Promote and maintain a culture of collaborative and consultative working between services, council members, internal colleagues, and external partners to maximise efficiency and effectiveness, seeking opportunities for continuous service improvement.
11.	Take a lead role in the response and resolution of complex multi-faceted problems and complaints, and their resolution within required timescales. Ensuring arising themes and learning are incorporated into service improvement with mechanisms developed to ensure continuous improvement.

## Essential Requirements

<b>1.</b>	Degree level qualification and/or significant relevant experience in a senior leadership role in social housing.
<b>2.</b>	Expert knowledge of the Housing Act 1996 Part VII, including relevant case law and working knowledge of the Prevention of Social Housing Fraud Act 2013 and relevant knowledge of the Localism Act of 2011, Homelessness Reduction Act 2017, Housing Act 1996, and the Localism Act of 2011.
<b>3.</b>	Excellent communication skills, both written and verbal, with a proven ability to effectively engage a wide range of people/agencies, demonstrating ability to convey complex information at all levels in an accessible manner.
<b>4.</b>	Demonstration of a thorough understanding of current issues affecting social housing and private housing provision, and the full range of housing options and homelessness prevention approaches.
<b>5.</b>	Strong strategic and conceptual thinking skills, coupled with an ability to effectively apply these to practical outcomes which facilitate service improvement.

# Job Family

Strategic Leadership  
Grade M



## Colleagues expectations

- Be professional at all times
- Work together for the good of the team, council and local people
- Promote a supportive culture
- Challenge assumptions
- Take ownership
- Be willing to change and do things differently
- Always work in a safe manner

## Managers expectations

- Be a role model by displaying positive behaviours at all times
- Make well-considered decisions
- Support, coach and communicate with my team
- Be accountable for my team's performance

The essential characteristic of Strategic Leadership jobs is that they bear responsibility for the planning and development of the Council's approach to its statutory and elective aims, maximising efficiency, value for money and the quality of service delivery across entire operating functions.

## Role characteristics

At this level job holders report to a Group Head or Director and are responsible for the development and implementation of strategy relating to several Services within that Group.

Role carry significant responsibilities for finance and a range of other non-financial assets.

Job holders make autonomous decisions and lead the management of change throughout their area of influence within the Group.

## The knowledge and skills required

Job holders require advanced theoretical knowledge to make appropriate judgements and decisions at this level. In addition, job holders will maintain ongoing professional development and have a thorough understanding of external legislative and societal change, as well as a deep understanding of the Council's operational structures which both support and depend upon the job holder's actions and advice. Roles will be professional experts, providing expert leadership across a number of Services.

## Thinking, planning and communication

Job holders will use their professional expertise to deal with highly complex, pressing issues including change initiatives and risk management across a range of services. They will also look well ahead and take a long-term, strategic view of their project and service delivery objectives over several years into the future, shaping their service's composition, approach and operating procedures in accordance with wider goals mandated by Group management.

The information exchanged at this level will be routinely complex, contentious in nature and/or highly significant to the Council's reputation. Job holders will have additional demands placed upon them by the

need to persuade others to adopt courses of action they may not otherwise wish to take, based on evidence based and reasoned argument. This will occur in written interactions but can also be the case in face to face verbal exchanges where job holders will advocate the Council's position in response to opposing opinion in a formal or informal setting.

### **Decision making and innovation**

The limitations to job holders' decision making will be only the broad policy and practice guidelines that exist at both a corporate and even national/professional level. At this level of autonomy, job holders will be the final arbiter of many escalated technical and professional disputes and problems. They will report to a Group Head or Director and will devise and implement strategic plans and policy in relation to several service areas.

### **Areas of responsibility**

With a diverse range of jobs being represented at this level, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

Roles will focus on the needs of external service users or partners and will be responsible for critical day to day decisions with legal and reputational dimensions and the development of directorate level policy and functional procedures.

In addition, such roles are likely to have very high levels of responsibility for such elements as finance (very substantial budget management), information assets (council-wide systems) or premises (of extremely high value and critical operational importance).

Job holders will have full line management responsibility over several service areas, each with their own full management structure and featuring highly diverse specialties and employee profiles.

### **Impacts and demands**

The combination of both tactical and strategic matters that job holders deal with means that roles are inherently very complex, demanding of particularly lengthy periods of concentrated mental attention while also managing very high levels of work-related pressure from deadlines, interruptions or conflicting demands.

At this level, tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

Job holders will not be required to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Job holders at this level will find themselves very occasionally exposed to some disagreeable, unpleasant or hazardous working conditions.