

## Role profile

# Head of Homelessness and Tenancy Management

### Our values:

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

Service	Adult Services
Reports to	Director Adult Services
Job family	Strategic Leadership
Grade	N
Political restricted?	Y
DBS required?	N
Date	July 2024
JE Code	JE2560

## Key deliverables

1	Lead accountability for delivering cost-effective services that are outcomes focused and evidence based. This includes lead responsibility for working with partner agencies to develop joint approaches that achieve these objectives while reducing duplication and delivering coordinated and person-centred interventions.
2	Ensure a comprehensive understanding of housing need and availability in the local area working with registered providers and private landlords, to facilitate the provision of affordable housing in the area that meets the needs of our community, including specialist housing such as supported housing and care schemes.
3	Lead MKCC's strategic housing approach, working in collaboration to ensure cohesion across services such as planning, regeneration, property, economic development, and social care.
4	Ensuring compliance with prevention and relief duties in line with the Homelessness Reduction Act, leading the delivery of standards in statutory homelessness duties.
5	Develop and implement strategies, plans and policies across Homelessness and Housing Management Services.
6	Reducing homelessness in our community will be a priority and you will work with a variety of agencies to ensure that people have access to the support they need to identify appropriate and long-term solutions to their housing needs.
7	To be the Lead Housing Management Officer for the Council with a key strategic responsibility to lead, shape, and ensure robust and compliant delivery all aspects of the Councils Landlord and Tenancy Management Services, opportunities for future housing development and integration between Council teams.
8	Lead partnership work across the Milton Keynes with Registered Providers and the voluntary and charitable sector.
9	Ensure the effective and compliant implementation of the Milton Keynes Council Housing Allocation Scheme.
10	Develop and implement processes and systems to enable Milton Keynes Council to meet statutory and regulatory requirements in the most timely, effective and efficient manner.

<b>11</b>	Contribute to the development, implementation and monitoring of the Housing Consumer Standards to improve service provision.
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*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

<b>1.</b>	Ideally educated to degree level (or equivalent) as well as significant demonstrable experience working at a senior level in housing services.
<b>2.</b>	Level 5 in Housing Management or willingness to work towards it.
<b>3.</b>	Strategic and analytical thinking and evaluation skills with the ability to interpret and analyse complex data.
<b>4.</b>	Considerable experience of working with a diverse set of stakeholders in pursuit of affordable and sustainable housing and support services.
<b>5.</b>	Detailed knowledge of the current housing policy context and proven ability to apply this knowledge.
<b>6.</b>	Highly developed technical and professional skills and expertise in housing and/or community-based services.

## **Job family**

# **Strategic Leadership (Grade N)**

### **Colleague expectations**

- Be professional at all times
- Work together for the good of the team, city 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

### **Manager 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 city council's approach to its statutory and elective aims, maximising efficiency, value for money and the quality of service delivery across entire operating functions.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

### **Role characteristics**

At this level job holders report to the Director and are responsible for the development and implementation of strategy relating to several large and/or wide-ranging services within that group. Roles carry very significant responsibilities for finance and a range of other non-financial assets.

Job holders will make autonomous decisions and lead the management of change throughout 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 city 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 city council's reputation. Job holders will, however, 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 city 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 the 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. Job holders will also manage 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 require job holders 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.