

Role profile

Head of Housing Operations

Our values:

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

Service	Adult Services
Reports to	Head of Homelessness and Tenancy Management
Job family	Strategic Leadership
Grade	M
Political restricted?	Y – sensitive
DBS required?	Y- basic
Date	July 2023
JE Code	JE2543

Key deliverables

1	Provide strategic lead with operational vision leadership and management of housing operations including neighbourhoods and housing allocations. Being a visible presence to motivate and inspire delivery of outstanding performance that places the customer first whilst ensuring value for money.
2	To lead and develop a team of highly trained professionals to provide effective estate management and tenancy services.
3	Lead the management and implementation of the Housing Register, ensuring statutory compliance and effectiveness in addressing housing need within Milton Keynes.
4	To develop existing relationships with Registered Providers to improve service delivery and to use nomination rights most effectively and work alongside external partners including registered providers, sub-regional partners and other council services to ensure integrated and effective rehousing services in the city.
5	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 estate management, tenancy services and the operation of the housing register. This includes ensuring data and reports are collated and submitted as required to councillors, senior leadership teams and government.
6	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.
7	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.

8	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.
9	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.
10	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.

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

1	Degree level qualification and/or significant relevant experience in a senior leadership role in social housing.
2	Qualification in housing management or willingness to undertake study.
3	Expert knowledge of the Housing Act 1996 Part VI, including relevant case law and working knowledge of the Prevention of Social Housing Fraud Act 2013.
4	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.
5	Demonstration of a thorough understanding of current issues affecting social housing and the full range of housing options and homelessness prevention approaches.
6	Strong strategic and conceptual thinking skills, coupled with an ability to effectively apply these to practical outcomes which facilitate service improvement.
7	This post is politically restricted (sensitive) due to the role holder giving advice on a regular basis to the authority itself, to any committee or sub- committee of the authority or to any joint committee on which the authority are represented; or where the authority are operating executive arrangements, to the executive of the authority; to any committee of that executive; or to any member of that executive who is also a member of the authority.

Job family

Strategic Leadership (Grade M)

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 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 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 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 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.