

# London Borough of Redbridge

## Head of Housing Needs

### About Redbridge

Redbridge is home to 311,000 residents, more than 350 local voluntary and community organisations and thousands of businesses. We are among the fastest growing parts of the country and the third most diverse London borough. Our communities are attracted by a mixture of excellent schools, relatively affordable housing compared to other parts of London, high quality open spaces and rapid transport connections into the heart of the city.

Our population is getting both younger and older - driving increased demand in both adults and children's services. A growing population has placed huge pressure on a housing stock built for a different era. The pace of change to meet these challenges is phenomenal.

Alongside our values of **Collaboration, Honesty, Excellence and Fairness**, we have an ambitious strategic delivery plan to make Redbridge a great place to live.

## Job Description

<b>Job Title:</b>	Head of Housing Needs		
<b>Accountable To:</b>	Operational Director – Housing and Property Services		
<b>Grade:</b>	LBR22	<b>Salary:</b>	£86,274 - £89,667 inc. London Weighting
<b>Direct Reports:</b>	TBC	<b>Total Staff &amp; Budget:</b>	TBC

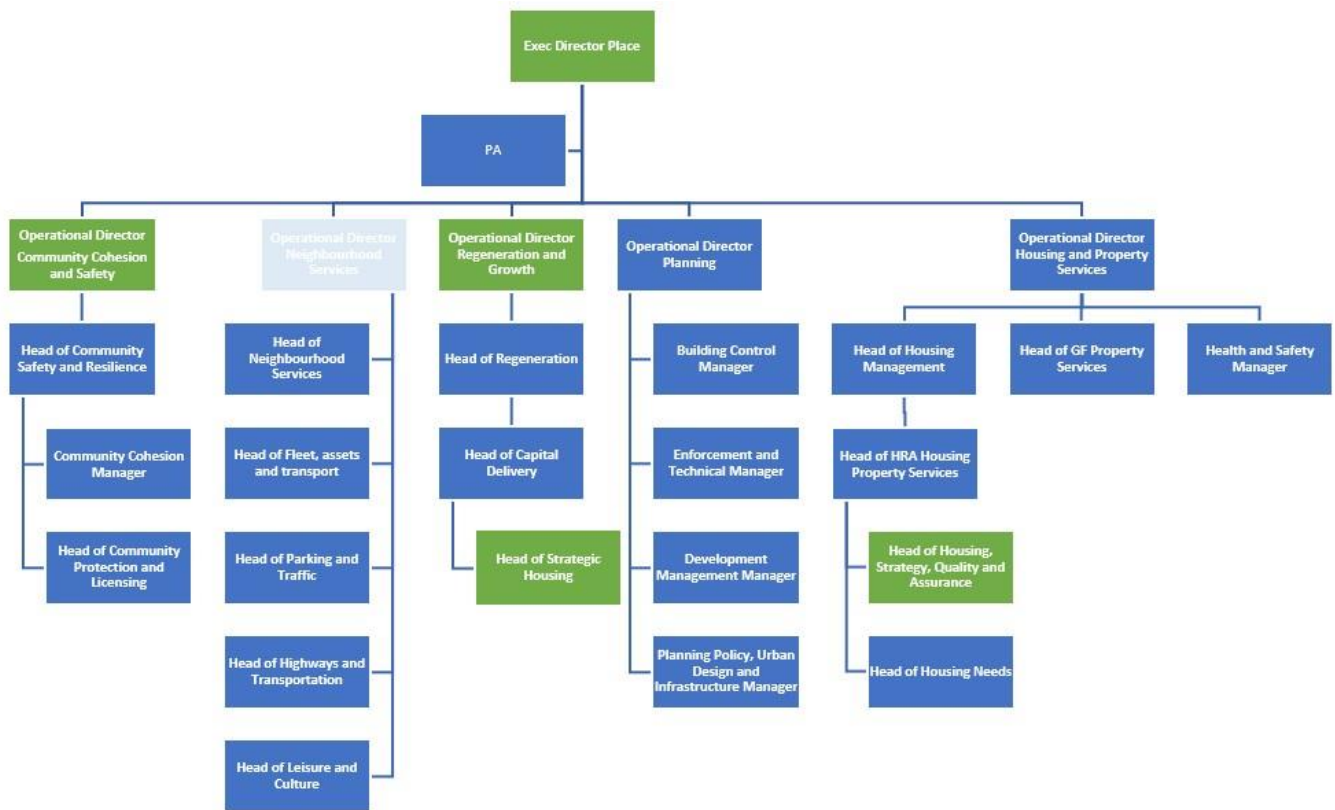
### Purpose of the Role

This role is absolutely crucial in leading our approach to delivering the right solutions, that are affordable and sustainable, for people in our borough. The post holder will offer in-depth professional knowledge of social housing and associated legislation to help us manage demand effectively. That means effective triaging of requests, with a focus on early intervention to support people before their needs become more complex. And looking forward, it means anticipating and planning for future demand and evaluating different options to meet this, including evaluating long term strategies such as property acquisitions and discharges.

This is a highly visible role in the organisation, working in an area that attracts high levels of scrutiny and attention, so it's essential that the post holder is politically astute and accustomed to working with elected members on complex issues. Expert technical knowledge of current legislation and best practice in the sector is essential, as is an appreciation of the particular demands of operating in a highly diverse, urban setting, where housing demand far exceeds supply. In a highly pressurised setting, a well-organised approach and keen eye for detail will be of real value.

- To uphold the Nolan [Seven Principles of Public Life](#).
- Ensure that both **internal and external communications in relation to the service are effective**, appropriate and improve and enhance the reputation of the service and the Council.
- Effective **resource management**, including prioritisation, resource allocation and controlled spending while investing and spending for long-term value as well as near-term cost/benefit.
- To model a **culture of openness, inclusivity, learning and public service** and assure effective teamwork and corporate working.
- Impartially engage in the **political interface** and overlaps of officers with councillors, codes, standards, protocols and respect.
- To observe good and effective **governance** across the organisation.
- To support a culture of **continuous improvement**, encouraging learning and curiosity.

## Directorate Structure Chart



## Key Accountabilities

### Housing Needs services

- Lead and manage **all aspects of the Housing Needs** service, including:
  - Housing Options and Homelessness Prevention
  - Rough Sleeping Outreach
  - Temporary Accommodation (TA) and Move-On
  - Housing Allocations and Choice-Based Lettings
- Forecast and manage housing need and demand**, particularly in response to pressures such as domestic abuse, asylum/refugee accommodation, and affordability issues.
- Monitor **service performance**, set KPIs, and ensure continuous improvement in casework quality, decision-making, and customer experience.
- Ensure services meet legal obligations under the **Housing Act 1996, Homelessness Reduction Act 2017**, and related legislation.
- Embed a culture of **early intervention, prevention, and customer-focused service delivery**.

### Corporate working

- Brief and advise**, as required, Elected Members, the Chief Executive, Executive Directors and other senior officers, as appropriate.
- Work closely with **internal teams** (e.g. adult and children's social care, community safety) and **external partners** (e.g. housing associations, NHS, police, voluntary sector).

#### Politics and political interface

- Develop and maintain **effective working relationships** with elected Members.
- Promote a **culture of political awareness** amongst officers to help translate political will into appropriate future strategies and delivery of outcomes.

#### Good governance

- Work to ensure that **legal, financial, procedural** and other provisions governing the affairs of the Council, are properly observed and that appropriate action is taken to protect the best interests of the Council.
- Work to ensure that **risks** associated with Council activity are effectively mitigated, including the risk of fraud and corruption.

#### Public Ethics

- Ensure that fairness is observed in **equal treatment, equal opportunity, relational equality, and equity**.

#### Continuous Improvement

- Support a culture of **continuous improvement and innovation**, identifying opportunities for **income generation**, with plans for the effective implementation of **efficiency savings**.

#### Other Duties

- Support the Chief Executive in relation to **emergency planning** and resilience, providing support for the co-ordination of all measures to manage an emergency affecting the Council during the response and recovery phases.
- Demonstrate commitment and support for **safeguarding** the welfare of children, young people and adults at risk.
- Ensure all duties are carried out in **compliance** with the Council's financial regulations, policies for Diversity, Equal Opportunities, Risk Assessment, Health and Safety and all relevant statutory or professional requirements.
- Perform **any other duties** imposed by law, or which the Council may reasonably require.

## Person Specification

### Qualifications

- Degree or equivalent in housing, social policy, public administration or related field.
- Chartered Institute of Housing (CIH) qualification (desirable).
- Evidence of ongoing CPD and leadership development.

### Knowledge

- Detailed understanding of:
  - Homelessness **legislation, case law, and statutory guidance**
  - **Allocations policies and housing register** systems
  - Duties around **safeguarding and vulnerable groups**
  - Understanding of **housing market pressures** and responses to housing need at a local and regional level.
- **The statutory role of local authorities and the role of the council's core statutory officers** in assuring probity and propriety.
- **National and regional policy issues** which relate to local government.
- **Good governance principles** in the corporate and public sector, as well as internal processes of scrutiny and formal checks and balances.
- **Local Government financial management.**
- An understanding of the political **make-up of the Council and its committees**, the responsibilities of councillors in their various decision-making, scrutiny and community leadership roles.
- Relevant statute, including **Civil Contingencies Act (2004)**, **Social Value Act** and local authority responsibilities.
- Local authority **safeguarding duties & responsibilities.**
- **Health & Safety** legislation.

### Experience

- Extensive experience of **managing housing needs, homelessness, or housing advice services** in a local authority or similar setting.
- Proven record of **service improvement, performance management and transformation.**
- Experience managing **multi-agency partnerships and delivering complex housing strategies.**
- Sound **financial management experience**, especially in relation to TA and grant funding.
- Substantial and consistent **managerial achievement** at senior level.
- Inclusively **leading and motivating a diverse team.**
- Effective **performance management**: reported metrics of relative cost-effectiveness to comparators.
- Working successfully in **partnership and building strong relationships** with government, public agencies, private sector, voluntary bodies, statutory and non-statutory bodies.
- Working in and adapting to a range of **political environments.**
- Creating a **positive culture of learning and continuous improvement.**
- **Developing a street-level understanding** of a local area (its wards, districts, boundaries, and connections).
- Personal leadership in the achievement of **equal opportunity** in both employment and service delivery.

### Skills and Abilities

- A high degree of **openness, honesty and personal integrity** with an ability to engender trust & confidence amongst peers, staff, residents & stakeholders.
- Ability to **manage calmly and with clarity of purpose** in highly visible and accountable circumstances.
- **Political acumen and sensitivity**, with the ability to develop productive working relationships with elected members.
- Have a clear, understandable and confident **communication style** and **negotiation skills** that foster team working and improves organisational effectiveness.
- Able to **deescalate tensions and de-personalise conflict** between individuals and parties
- Able to balance **management grip and empowerment** commensurate to risk and its mitigation through internal controls.
- **Personal resilience** with the capacity to cope with ambiguity, uncertainty and pressure and the ability to work under public scrutiny whilst maintaining a sense of perspective.
- Personal commitment to **continuous improvement and the development of others**.
- Ability to meet **tight deadlines and prioritise** workloads.

### Additional Information

- The role will involve irregular working patterns and will require the post holder to be able and willing to work during these periods, including evenings and occasional weekends.  
*\*The salary scale is inclusive and recognises the volume of work in addition to and outside the Council's normal office hours required by the post*
- This post falls within the 'politically restricted' category under the Local Government and Housing Act 1989. The detail of the restrictions this places upon you are as outlined in the Statement of Main Terms and Conditions of Employment.