

London Borough of Redbridge

Head of Housing Strategy, Quality and Assurance

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

Job Title:	Head of Housing Strategy, Quality and Assurance		
Accountable To:	Operational Director – Housing and Property Services		
Grade:	LBR22	Salary:	£86,274 - £89,667 inc. London Weighting
Direct Reports:	TBC	Total Staff & Budget:	TBC

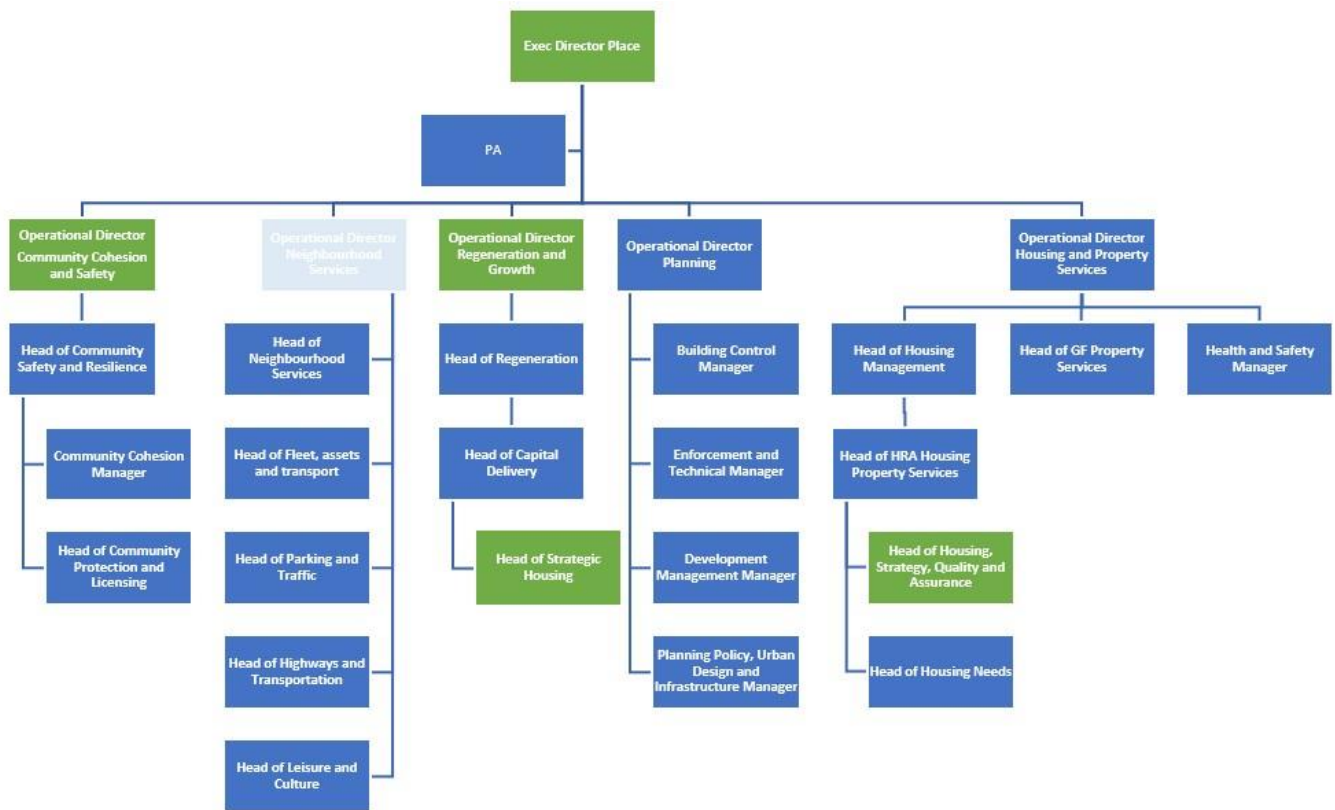
Purpose of the Role

This role is absolutely crucial in leading our strategic planning for housing supply, managing demand and addressing homelessness. This role will play a central role in identifying and delivering solutions for immediate needs but also be looking much further ahead – assessing how demand will change over the coming years and decades and developing the strategies that will enable the Council to adapt and respond to this. The post holder will think holistically, and work in collaboration with other stakeholders in planning for future need.

It's a role that requires an in-depth and current knowledge of the sector, and a current appreciation of the housing market in the south-east. This sector-specific expertise should be complemented with the ability to operate at a corporate level, seeing the connections between housing need and other strategic priorities for the Council. Strong communication and presentation skills will be vital in enabling the post holder to translate complex evaluation and data into strategy recommendations that are accessible and meaningful to different audiences.

- 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

Strategic Housing, Quality and Assurance services

- Develop and deliver the organisation's **Housing Strategy**.
- Monitor service delivery against **key performance indicators**, ensuring that services meet customer needs and regulatory standards.
- Lead the development and implementation of **quality frameworks and performance improvement plans** across housing services.
- Develop and maintain a robust **assurance framework** for housing, reporting regularly to senior management, boards, and scrutiny panels.
- Engage with **partners, stakeholders, and communities** to co-produce inclusive housing strategies and services.
- Use **data insight, complaints, and service user feedback** to drive improvement.
- Ensure compliance with the **Regulator of Social Housing's** Consumer Standards and other relevant statutory requirements (e.g. HHSRS, Fire Safety, Equality Act).
- **Lead internal audits, service reviews**, and readiness for external inspections or assessments.
- **Lead and develop a multidisciplinary team**, fostering a culture of collaboration, accountability, and excellence.
- **Manage budgets and contracts** related to strategy, policy, and assurance functions.
- Commission **research, needs assessments, and evaluations** to inform planning and decision-making.
- Produce and maintain **housing policies** that are legally compliant, equitable and responsive to need.
- Drive **innovation** in service design and housing delivery, including **digital transformation** and new approaches to housing access and support.

Corporate working

- **Brief and advise, as required, Elected Members, the Chief Executive, Executive Directors and other senior officers, as appropriate.**
- Lead on **corporate and cross-sector projects related to housing** and support the delivery of local and national housing objectives.

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

- In-depth knowledge of **housing legislation, national policy, and the regulatory environment**.
- Understanding of **equality, diversity and inclusion in the context of housing services**.
- Familiarity with **quality frameworks, governance, and risk management**.
- **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

- Significant experience in **housing strategy, policy, or performance** within a local authority, housing association or similar setting.
- Demonstrated success in leading **service improvement and quality assurance**.
- Strong track record of managing **compliance with housing legislation and regulatory frameworks**.
- Substantial and consistent **managerial achievement** at senior level.
- Inclusively **leading and motivating a diverse team**.
- Effective **budget management**.
- 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 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.