

JOB DESCRIPTION

POST: HEAD OF CRAWLEY HOMES	POST NO: EC1
DIVISION: CRAWLEY HOMES	
SCALE: HEAD OF SERVICE	
ANY SPECIAL CONDITIONS: <ol style="list-style-type: none">1. This is a politically restricted post for the purposes of the Local Government and Housing Act 1989. The post holder is therefore unable to take part in political activity as defined in current regulations published by the Secretary of State.2. JNC for Chief Officers Conditions of Services including three months notice on either side.3. Attendance at evening meetings as required	
RESPONSIBLE TO: DEPUTY CHIEF EXECUTIVE	
RESPONSIBLE FOR : <ul style="list-style-type: none">• Housing Landlord functions including:• Tenancy management,• Repairs,• Sheltered housing services,• Leasehold services and hostels• Community Alarm• The Council's Nuisance & Antisocial Behaviour service• Collective delivery of the Council's priorities	
MAIN PURPOSE OF POST: <p>Crawley Borough Council is committed to delivering excellent services to its residents. This post will:</p> <ul style="list-style-type: none">• Provide strategic direction and leadership for the delivery of highly effective and efficient services within the Crawley Homes division, in compliance with relevant regulation and legislation.• Work collaboratively with the Corporate Management Team, Members and partners, providing strategic leadership towards meeting the Council's wider priorities and objectives.• Provide visible, inspiring leadership through an understanding of change management, commercial approaches and a track record of driving cultural change and innovation.• Proactively promote the Borough and champion the council's Transformation programme.	
ACCOUNTABILITIES AND IMPACT: <ol style="list-style-type: none">(a) To be personally responsible for the effective management and delivery of Crawley Homes services through direct staffing and/or contract arrangements.(b) As an active member of the Council's Corporate Management Team, to work collaboratively to develop and implement corporate priorities in the management of the Council and specifically Crawley Homes.<ul style="list-style-type: none">• To make an active and positive contribution to the Council's strategies, plans and corporate policies ensuring decisions are implemented effectively and service needs are	

met.

- (c) To be responsible for delivering continuous improvement ensuring a culture where staff challenge assumptions, ensure that purpose and measures are appropriate, regularly monitored and reviewed, and reflect the demands of our customers whilst maximising use and income where appropriate.
- (d) To be responsible for planning and managing budgets for the Division.
 - To be the principal advisor to CMT and the Council on areas of responsibility and work closely with the relevant Portfolio Members of the Cabinet and other Members ensuring they are kept abreast of service developments in a timely manner.
 - To deliver agreed objectives in line with the Council's Financial Regulations, Contract Procedure Rules, Policies and the Constitution.
- (e) To be responsible for the management and development of staff within the service and for dealing with employee relations matters in accordance with the Council's procedures.
- (f) To champion the Council's wider objectives and priorities, both within Crawley Homes and the organisation as a whole.
- (g) To be responsible for providing advice all on aspects of Crawley Homes to the Cabinet/Council and any other relevant Member meetings.
- (h) To work closely with the relevant Portfolio Members of the Cabinet and other Members ensuring they are kept abreast of service developments in a timely manner.
- (i) The postholder will be responsible for liaison and consultation on matters relating to Crawley Homes with other divisions within the Council, other Local Authorities and partner organisations.
- (j) To ensure that services and employees meet the relevant council and statutory requirements in respect of health and safety, equalities, risk management, safeguarding and data protection.
 - To lead and support initiatives or projects to facilitate transformational change, drive and sustain performance and deliver cost improvement in support of a digital, collaborative and business partnering approach.
 - To lead by example by exhibiting and promoting the Council's values and behaviours.

NOTE: The duties listed are in general terms only and detailed variation in job content may be expected to occur.

AMENDMENT DATE:

18.01.21

CANDIDATE SPECIFICATION

(This is for information only and should be retained by the applicant)

POST: HEAD OF CRAWLEY HOMES	
CHARACTERISTICS	CRITERIA
<p>KNOWLEDGE, SKILLS & ABILITIES (Particular knowledge which will be necessary to perform the work effectively e.g. of specific legislation or regulations)</p>	<ul style="list-style-type: none"> • Commercial awareness and entrepreneurial knowledge • Ability to approach technical issues with a broad view, to identify essential elements and to translate them into working solutions • Knowledge of the legislation, financing and issues facing the housing sector, and local government, and the impact on service delivery • Awareness of customer needs and experience and the commitment to continually improve the service provided • A strong corporate player who will lead, motivate and inspire teams and build a high performing culture • Ability to work effectively with organisations and people across a range of service disciplines and sectors • High level communication skills to persuade and engage audience and form positive relationships at all levels (internally and externally) • Politically astute
<p>QUALIFICATION AND TRAINING (Education/vocational qualifications and other training) VERIFICATION WILL BE REQUIRED</p>	<ul style="list-style-type: none"> • A professional or management qualification or educated to degree level or demonstrable equivalent experience • Evidence of continuous professional, personal and leadership Development • Membership of the Chartered Institute of Housing desirable, but not essential
<p>EXPERIENCE (Level and type of previous experience)</p>	<ul style="list-style-type: none"> • Consistent and demonstrable achievement at a senior level including strategic planning, effective leadership and delivery of effective change • Procuring and managing high value contracts based on the principles of partnering and open book arrangements • Managing transformational programmes and projects, working to time budget and quality • Crawley Homes services and contracts are designed around Systems Thinking so experience of this or similar models would be an advantage • Working with a broad range of stakeholders (internal & external) • Providing professional high quality advice and guidance to Councillors and staff • Managing budgets and business planning to drive out efficiency savings • Managing teams, motivating, coaching and inspiring staff, building a high performance culture
<p>BEHAVIOURS AND QUALITIES (Particular qualities necessary to carry out the works e.g. ability to work co-operatively in a team, use own initiative)</p>	<ul style="list-style-type: none"> • Able to demonstrate the Council's management behaviours: <ul style="list-style-type: none"> ➤ Being brave ➤ Showing emotional intelligence ➤ Making good decisions ➤ Being customer focussed ➤ Being strategic ➤ Being a good communicator • Ensure the Council's values are embedded within the organisation and that employees assume ownership and accountability for their actions

	<ul style="list-style-type: none">• An appetite for innovation and the application of creative thinking
SPECIAL CONDITIONS (e.g. willingness to work unsocial hours or wear a uniform)	<ul style="list-style-type: none">• Attendance at some evening and weekend meetings is a requirement of this post• This post is politically restricted• This post has a leading role in the Council's emergency planning and business continuity arrangements• Assistance with elections when requested by the Returning Officer (separate remuneration will apply)