



Role Profile

Job Title: Head of Housing Transformation	Role Profile Number: SBC11576
Grade: U	Date Prepared: Oct 2022 Updated: Jan 2023
Directorate/Group: Adults, Health and Housing Services	Reporting to: Director of Housing
Structure Chart attached:	No

Role Purpose

Reporting to the Director of Housing the Head of Housing Transformation leads on the Housing Services transformation programme in response to the Council Plan, our Strategic Priorities & Pledges and the requirements of new and emerging government policy.

As an innovative and reflective leader you will be able to demonstrate:

- a strong value base that informs your work with the Housing Service
- a relentless commitment to quality, be able to talk about what good practice 'looks like'
- a capacity for honest reflection and openness to learning
- the ability to establish professional, effective working relationships with a range of partners/colleagues and customers

The Head of Housing Transformation works at the heart of the Council, driving change organisation-wide, to deliver better outcomes and better value for money for the residents of Swindon and in particular over 13,000 tenants who live in our council housing.

The Head of Housing Transformation will review, refine and redesign our landlord operating model, how we work collaboratively with our customers, communities, partners and businesses to transform our organisation to deliver on the new and emerging government policy.

Key Accountabilities

- Using excellent strength-based leadership skills to lead and drive the key directorate wide change programmes, projects and initiatives in support of the overall change agenda in re-focusing our service on the customer as reflected in the Charter for Social Housing Tenants and new requirements emerging from the Regulator of Social Housing.
- Working with us on governance arrangements, so these complex transformation programmes are well led and overseen corporately
- Reviewing and advising on how to embed transformation and programme management skills within the council
- Managing the end-to-end delivery for each change in line with service expectations to ensure expected benefits are realised and embedded
- Provide strategic advice and support to the PMO team and senior leads as required
- Ensure change programmes linked to cost reduction plans are effectively monitored with finance colleagues
- Provide timely and comprehensive reports to the Directors continuous improvement board and the Corporate Directors and Members Assurance Board on progress
- You will work with the Senior Leadership Team and the Head of Housing Business Development to support the preparation and delivery of briefings and presentations for Members, the Director of Housing and the Corporate Director Adult Services, Health & Housing (DASS).
- You will solve problems and manage complex strategy development, taking the most complex decisions, applying greatest discretion and judgement in relation to the policy guidelines.
- You will work within statutory, Council and Government guidelines and ensuring statutory compliance in the delivery of the service and engage in national and regional Housing forums such as the CIH, sharing learning and best practice.
- You will maintain and update the knowledge of the Housing service throughout the organisation including the updating of policy and practice, developing best practice and contributing to continuous improvement in service delivery.
- You will support the collection of data that you will analyse to inform our continuous improvement journey, recognising the experience and voice of the person as a valued data source.
- You will foster a culture of high support and high challenge and will understand the importance of bringing the experience and voice of the tenant into the centre of all we do.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- You will have a proven track record of successful delivery in a change environment including delivery of regulated change
- You will have significant experience of leadership and change in the context of Social Housing services
- You will have experience of leading services through periods of growth, transition or change
- Your leadership and communications skills to lead and motivate a changing and demanding service operation will be excellent, supported by a deep knowledge of change methodology techniques, project delivery lifecycle and core business processes
- Your service and people focus will only be matched by your energy, positive attitude and ability to agree and negotiate conflicting demands across internal stakeholders
- You will have proven experience in delivering the positive impact of change initiatives, being able to evidence the use of qualitative and quantitative data to measure the performance of services
- You will be comfortable with service design with the ability to quickly identify and implement opportunities to share space with residents, communities and providers
- You will bring experience of working at a senior level in a political and or non executive environment to provide assurance and effect change
- You will have Strategic experience of leading and managing complex projects and programmes to improve and transform services
- You will exhibit excellent influencing and negotiating skills to secure collective responsibility both internally and across the partnership to develop efficient, effective and impactful services
- You will show an ability to challenge partners and stakeholders critically and constructively, using influence and negotiation to build joint solutions and drive change
- You will have extensive experience of working for a Social Housing Provider
- You will use your knowledge of relevant legislation, and associated regulations and guidance across Housing Services to influence all decision making

Qualifications

- Degree Level Qualification (preferred), or experience relevant to the field
- Post Graduate qualification in leadership (preferred) or experience relevant to the field
- Chartered Member of CIH (preferred) or experience relevant to the field
- Appreciation of major reforms and best practice relating to service area

- Experience of Project Management and or Business Improvement Skills (essential)

Decision Making:

- Responsibility for working closely, influencing and advising Directors, Corporate Directors and Members (internal and across the partnership), and on matters within the areas of responsibility
- Ability to influence and change practice of others including Heads of Services, Directors and senior leaders internally and externally
- Ability to make complex evidence based decisions affecting a diverse range of partners in line with relevant statutory legislation and good practice guidance
- Ability to analyse complex information and guidance and translate into local strategies, plans, policies and briefings
- Ability to negotiate shared priorities and targets across a range of partners
- Able to manage conflict and identify solutions

Creativity and Innovation:

- Able to use own initiative; think laterally, to take a problem-solving approach to support the development of strategies, plans, and services.
- Excellent written and verbal communication skills.
- Influencing and negotiation skills in designing and developing new approaches to practice and service delivery to deliver best value in terms of cost and outcomes.
- Ability to work in a collaborative manner with internal and external stakeholders to develop strategies, plans and services

Job Scope:

Job Scope	Budget Holder	
Number and types of jobs managed	Responsibility	Working with senior leadership teams across the council
Typical tasks supervised/allocated to others	Asset Responsibility:	Driving structural and cultural change across a service area with a turnover of £50m

Budget and resources:

- To lead the Directorate change programmes in support of delivering cultural and structural change across a service with an annual turnover of £50m

Contacts and Relationships:

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Reporting impact and progress of changes and savings to the Corporate Director's Members Assurance Board
- Communicating clearly to a range of audiences and across organisational boundaries and levels.
- Representing the Directorate with external agencies and providers of services, including tenant forums.
- Excellent written and oral presentation of complex ideas and information as part of formal reports, strategies and plans.
- Written analysis of financial and service specific information.
- Ability to understand, interpret and provide information in order to develop strategies, plans and services
- Experience and ability to chair meetings effectively

Safeguarding

Swindon Council is committed to safeguarding and promoting the welfare of Adults who meet the Care Act (2014) Sec 42 Care criteria 'Adult with Needs' all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of an adults with needs in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of adults with needs gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of adults with needs responsibilities to their line manager.

All children have the right to grow up safe from harm and the Children Act 1989, and 2004 place duties on all agencies to promote and safeguard the welfare of children in need and at risk in their local area. A child is defined within the Children Act 1989, as anyone who has not yet reached their 18th birthday. The Swindon Safeguarding Partnership policies and guidance are aimed at every agency, statutory, voluntary, private and independent which works directly or indirectly with children, young people and families. The purpose of this guidance is to help agencies identify a child's degree of need and respond appropriately.

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	