



- To lead and manage the Housing service and strive to achieve the continuous improvement in their performance.
  - Managing the following functions:
    - Housing Needs
    - Tenancy Management
    - Repairs Service
    - Central Control and Mobile/Static Warden Service
    - Community Safety
  - To prepare, review and implement relevant key strategies including (but not limited to):-
    - Housing Service and HRA
    - Decent Homes Standard
    - Rent Convergence / Rent Collection
    - Statutory Homelessness and Housing Register
    - Planned/responsive repair balance
    - Comprehensive Estate and Tenancy Management
    - Community Safety
  - Ensure effective Housing services are provided to customers within the Bolsover District including liaison with other services within the Authority and outside agencies as required.
  - In conjunction with the Council's Property & Estates Team oversee the long term capital programme for housing stock.
  - To ensure that rent revenue is maximised through effective rent collection and minimal void loss.
  - To work with other departments to ensure the general well being and interests of Council tenants and the community are served.
  - Ensure service delivery in line with relevant legislation, statutory and corporate policies, procedures and performance targets.
  - Continually scan best practice in other areas and share learning to maintain progress and development.
  - Contribute to corporate and service improvement planning and develop objectives, measures and targets that relate to this area.
  - To provide customer focussed services and to develop strategies which lead to improvements in services.
  - To provide a clear mission for the Housing and Community Safety services which supports the Council's vision, and assists employees to work up flexible plans to make the mission a reality.
  - To lead the employees of the Housing and Community Safety services by inspiring and motivating them to ensure that specific goals are achieved.
  - To devise and implement Housing services for Bolsover District and Community Safety in partnership with public, private, voluntary and community agencies and organisations.
  - To strengthen the influencing and lobbying capacity of the Housing services at Bolsover District Council and Community Safety services at the Councils, developing strong links with main partners and agencies, ensuring effective communications are established and maintained for an effective and productive network to further the Council's objectives.
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## **Responsibilities**

### **Strategic leadership**

- Work with SAMT and Executive/Cabinet/Committees to provide leadership and direction for the Council.
- Lead the team and the Housing and Community Safety services across BDC to achieve excellent outcomes for all objectives and PIs.
- Develop strategy, policy and service plans for Housing and Community Safety services and for all the functions of your teams for the Council.
- Manage the employees in the services and in cross cutting project teams providing support, development and guidance to enable them to achieve their objectives.

### **Innovation**

- Ensure an innovative and cutting edge approach for all the services bringing in and creating best practice.
- Work with a range of sectors to bring expertise to the services' work.
- Work in partnership, nationally, across the regions and sub region seeking innovation and bringing challenge to all that we do.

## **Facilitating Change**

To contribute to the achievement of change by ensuring the necessary resources and supporting mechanisms are in place, including monitoring and communication systems.

## **Working with People**

### **Partnership Working**

- Work with government and government agencies to ensure the Council is viewed in a positive light.
- Work to increase community and customer/user involvement in all that we do.
- Develop positive relationships and joint projects with the private public and voluntary sectors.

### **Working with Members**

- Support Members at all levels in their community leadership and governance roles.
- Work constructively with Scrutiny.
- Proactively ensure Members are informed and involved.
- To develop and maintain productive working relationships with partners, stakeholders and employees.

### **Working with Employees**

- To create a productive working environment.
- To build an effective team within the services and ensure team meetings take place in accordance with the Council's procedures.
- To recruit for key posts within the services ensuring that they possess the necessary skills and knowledge to enable them to function effectively.
- To monitor/assess the performance of employees by ensuring the performance management process is implemented fully throughout the services.
- To provide learning opportunities for employees through training, instruction, coaching and mentoring as appropriate.

## **Achieving Results**

### **Driving forward work to achieve corporate goals**

- Lead your teams, and with the SAMT lead the workforce of the Council in supporting Members to achieve excellence in corporate assessments.
- Drive the services and wider workforce to achieve customer and communities priorities.
- Work with SAMT to ensure coordination across the workforce focussing on achieving corporate priorities.
- Ensure plans, programmes, projects and systems are in place to achieve goals and make a difference to the quality of life.

### **Improving Services**

- Ensure choice in access to services for all through a variety of mediums.
- Ensure effective performance management and improvement to achieve top quartile excellence.
- Drive forward continuous improvement, learning and development.
- Ensure complaints are dealt with promptly and lessons learnt.
- Ensure user and citizen involvement in service design and evaluation.
- Ensure services that meet needs and that satisfy citizens.
- To implement appropriate management, financial and monitoring systems to ensure the quality and effectiveness of the service and its employees.
- To champion best practice within the services and assist with building capacity and skills across the Council.
- To drive knowledge transfer and improve business processes to ensure achievement of agreed outputs and outcomes, including delivery of appropriate training for officers and Members to meet customer, stakeholder, organisational and legal requirements.
- To support and promote a strong customer focussed performance culture within the services by developing a suite of performance indicators, ensuring the provision of cost effective, efficient, high quality services to the Council, their customers, partners and stakeholders.
- To manage the achievement of good customer satisfaction.
- To manage the preparation of bids for external funding, as and when required, to support the priorities of the Council and its partners.
- To obtain/manage the sustainable use of financial, physical and technological resources in an efficient and effective manner to achieve the vision/aims of the Council.
- To procure goods and services in accordance with the Council's Procurement and other Strategies.
- To effectively manage/use available information to enable/recommend decisions.

## **Managing Self and Personal Skills**

- To manage your own resources to achieve the Council's vision and aims.
- To manage and enhance your own contribution to achieving the Council's vision and aims, working constructively with managers and SAMT to identify personal strengths and areas for improvement, agreeing action plans in relation to personal development needs.
- To manage your continuing personal and professional development to maintain a substantial body of up-to-date knowledge of the specialist area and a detailed generalist knowledge across a wide spectrum of related fields.
- Any other duties, as may be assigned to the post by the Joint Executive Director.

### **Duties And Responsibilities In Relation To Health And Safety**

- To be aware of the requirements of the Corporate Health and Safety Policy Statement of the Council which set out responsibilities for health and safety at work.

### **Duties And Responsibilities In Relation To The Equality Policy And Racial Equalities Scheme**

- To familiarise yourself with the contents of the Council's Equality Policy and Equalities Scheme.
- To implement the Council's Equality Policy and Equalities Schemes in relation to the services.
- To challenge all forms of discrimination.
- To implement the Equalities Standard.

### **Duties And Responsibilities In Relation To Community Safety (Section 17)**

- To familiarise yourself with the provisions of Section 17 of the Crime and Disorder Act. This section requires the Council and individual employees to consider how community safety can be improved when the functions of the Authority are exercised.
- To be aware of the need to improve Community Safety and actively to explore ways of improving community safety through the work of the services in which you are employed.

### **Duties And Responsibilities In Relation To The Risk Management Strategy**

- To familiarise yourself with the contents of the Council's Risk Management Strategies.
- To undertake the roles and responsibilities of the Council's Risk Management Strategies insofar as it is relevant to your own area of work.

### **Duties And Responsibilities In Relation To Data Protection, Freedom Of Information And Environmental Information Regulations**

- To familiarise yourself with the Council's Access to Information Policy Statements.

### **Review Arrangements**

This job description sets out a summary of the key features of the role. It is not intended to be exhaustive and will be reviewed periodically to ensure that it remains appropriate for the role in response to emerging priorities and organisational development.

\* *This Job Description is issued as guidance on the duties and responsibilities, which are applicable at this time. It does not form a term within the contract of employment.*

JD completed by W Lumley  
Designation Joint Chief Executive  
Date June 2014