

Role Title	Joint Executive Head of Service for Housing Services Reporting to: Joint Strategic Director of Community Wellbeing
Role Purpose	<p>Accountable for efficient operational delivery of Guildford and Waverley council services consistent with the strategic aims and values of both councils.</p> <p>Acting as strong leadership and cultural role models, provide energetic, proactive, inspirational decision making, direction, support and guidance to all internal and external stakeholders including partners, Councillors, staff. This will include working collaboratively across partnerships, services, and Councils, driving the collaboration, harmonised culture and change agendas as set by the Councils.</p> <p>As a key member of the Joint Management Team, this role will make a major contribution to driving service efficiency and quality for the residents of Guildford and Waverley.</p>
Senior Leadership Accountabilities	<p>Accountabilities include:</p> <ol style="list-style-type: none"> 1. Providing operational leadership for the functions above. 2. Giving high quality advice and guidance to elected councillors and staff to enable the Councils' priorities and responsibilities to be progressed. 3. To empower your managers to be visibly accountable for the operational outcomes and details of their teams, promoting a positive outward facing culture of high performing, customer focused service and facilitating the drive for collaboration and transformational change. 4. Building constructive working relationships with all relevant stakeholders, including staff colleagues, councillors and relevant external parties. 5. Horizon scanning to keep abreast of innovations, economic legislative and social development affecting your service areas and developing commercial and business thinking to your services. 6. Effectively managing and mitigating risks associated with your services including the Safeguarding Policy for Children and Adults, Health and Safety, business continuity and the risk of fraud and corruption. 7. Promoting equality and inclusion at all levels of service delivery and employment. 8. Demonstrating the councils leadership competencies and values.

	<p>9. Building high performing services that continuously improve.</p> <p>10. Proactively identify opportunities for collaboration and change in accordance with agendas set by the Councils, promoting a culture of collaborative leadership through the wider joint management team, fairly and objectively representing the interests of both councils and the effective working of the organisations.</p> <p>11. Leading on key corporate programmes and projects as required.</p> <p>12. Champion and role model the harmonised organisational culture of the Councils ensuring that the Councils' values are lived.</p> <p>13. Leading the engagement with key strategic stakeholders in your service areas, including those from the statutory, business and voluntary sectors at borough, county and national level.</p> <p>14. Attending, as required, meetings of the Councils, Executives, Committees, Special Interest Groups and external meetings.</p> <p>15. Representing the Councils (and/or ensure that the Council is represented) externally and to promote and present a positive image to partners, representative bodies and other organisations, as necessary.</p>
<p>Initial Role Specific Accountabilities</p>	<p>This role has shared responsibility for Council budgets</p> <p>The functions that this role leads are:</p> <ul style="list-style-type: none"> • Homelessness • Housing advice • Housing maintenance and repairs • Landlord services
<p>Role Dimensions</p>	<p>Direct Reports <i>(NB Please note that as job titles frequently change, the below represent functions of roles and not job titles)</i></p> <ul style="list-style-type: none"> • Homelessness Advice and Allocations Lead • Housing Needs Manager • Housing Strategy and Enabling Manager • Service Improvement Manager • Neighbourhood Housing Lead • Housing Operations Support Managers • Housing Manager • Rent Accounts Manager • <p>Number of staff approximately: Up to 100</p>

Additional Notes:

1. All work performed and duties undertaken must be carried out in accordance with relevant Council and Service policies and procedures, within legislation and with regard to the needs of our customers and the diverse communities we serve.
2. This document sets out the main dimensions of the job it describes. It does not define all individual tasks, which may be expected to change from time to time to meet operational needs.
3. You will be expected to be flexible in your duties and carry out any other duties commensurate with the grade and falling within the general scope of the job, as request by your line manager.
4. This is a politically restricted post. You cannot be elected as a councillor in any local authority whilst employed in this role.
5. The statutory roles of Monitoring Officer and Section 151 Officer will be held by a member of the Joint Management Team. Deputy roles may be held by other senior managers.

Health and Safety / Risk Management

1. Ensure that all aspects of the Councils' Health and Safety Policies and Procedures are adhered to.
2. Be responsible for identifying and managing all risks associated with the job role through effective application of internal controls and risk assessments to support the achievement of corporate and service objectives.
3. Be available to assist in Emergency / Disaster Recovery situations.
4. Participate in the Councils' out of hours rota.
5. Adhere to the relevant Councils' constitution.
6. Champion Safeguarding policy and practice.

Contacts and Relationships

In this post, you will have significant contact with Councillors and senior officers of the Council. The Councils' Code of Conduct will apply.

Head of Service Person Specification

(please note the below are all essential requirements)

Qualifications

1. Educated to at least degree level or equivalent experience
2. Evidence of commitment to professional development (CPD)

Experience

1. Experience leading across different specialisms with staff leadership and budgetary responsibility.
2. Experience of procurement, contract management and service commissioning.
3. Experience of developing business cases and projects to work collaboratively, overseeing implementation and evaluating success.
4. Experience of achieving positive outcomes when handling complex employment relationships issues including change programmes, culture development and case management
5. Proven track record of working successfully in a public sector environment with experience in their Service area.

Knowledge

1. Detailed understanding of strategic operational delivery.
2. Knowledge of leadership models, styles and behaviours including an ability to engage, motivate and coach/mentor others to deliver.
3. Knowledge of facilitating business transformation based on systems thinking and use of technology.
4. An understanding of, and a commitment to, addressing equality and inclusion issues.

Skills and Abilities

1. Able to maintain effective relationships with Councillors.

2. A strong corporate player, able to align with the Councils' values, work collaboratively and develop shared approaches with colleagues across both councils, representing the interests of both Councils fairly and objectively.
3. An enabler, with the ability to manage a wide range of complex issues and agendas at the same time and drive change through influence and diplomacy.
4. Creative and imaginative. Able to see new approaches with an ability to communicate the vision, overcoming obstacles and showing that ambitious goals can be achieved.
5. Able to provide a clear and articulate overview of complex issues and provide sound professional and reliable advice in an accessible and non-technical manner.
6. Commercially aware, recognising the importance of value for money in all Council activity.
7. Able to demonstrate the leadership competencies including being able to lead, motivate and inspire diverse teams of staff, build capacity and promote a highly engaged, high performing staff team who can adapt to change.
8. Able to work collaboratively with other service areas and external organisations and build alliances and long and short-term partnerships.
9. Excellent communication skills and ability to positively enhance the reputation of the Councils.
10. Ability to work at pace, while managing a complex workload and maintaining your own resilience.

Leadership Competencies

Strategic Thinking:

- Sees the bigger picture
- Predicts future risks and opportunities
- Communicates overall direction
- Adapts to changing circumstances
- Maintains positivity in difficult times
- Supports organisational decisions
- Is comfortable with ambiguity
- Drives innovation and transformation
- Turns vision into tangible plans
- Brings the outside in to the organisation
- Takes time for own professional development
- Works with uncertainty

Delivery Through People

- Engages and motivates people
- Listens and responds appropriately
- Builds relationships with key stakeholders
- Works in partnership within and across Councils
- Builds effective working relationships
- Encourages creativity
- Communicates clearly and appropriately
- Is a positive role model
- Coaches and supports
- Celebrates, encourages and learns from different views and experiences
- Is politically astute
- Negotiates and influences

Excellence for Customers

- Provides good value for money
- Achieves high quality outcomes / results
- Is personally effective
- Focuses on customer service
- Manages conflicting priorities
- Embraces technology
- Manages risk
- Manages peaks and troughs of demand
- Focuses on community and local economy
- Takes a 'digital first' approach
- Takes a learning approach to continuously improve
- Champions collaboration

Governance

- Follows policies, processes, procedures and standards
- Is open, honest, and transparent
- Acts with integrity
- Has strong ethical compass
- Ensures fairness in all dealings
- Builds trust
- Takes accountability and ownership of issues
- Bases decisions on evidence and research
- Is consistent with decision making
- Understands the community and environmental impact of decisions
- Demonstrates financial responsibility