

Job specification



Job title: Homes for All Manager - Strategic and Private Sector Housing

Service: Adult Social Care and Health – Housing, Policy and Reform

Grade: G11

Reporting to: Service Manager – Housing, Policy and Reform

Your job

In this role, you will support the Service Manager in the Council's strategic housing functions and have responsibility and oversight of the development and delivery of several operational housing areas.

You will have a key role in ensuring that all housing, regardless of tenure, works for the borough. In particular ensuring that housing makes a significant positive contribution to the health, wellbeing, resilience and independence of individuals, families and sustainable communities and meets the substantial and growing housing needs across the borough.

You will play a key role in the development, ongoing monitoring and review of the Council's Housing Strategy and its co-ordination, facilitation and delivery. You will coordinate, interpret, present and keep up to date relevant and robust housing data and intelligence which underpins the housing strategy, policies and delivery.

The service has seen significant and continued growth in the private rented sector and it increasingly plays an important role in meeting housing need. You will have responsibility for supporting the Service Manager in the development of a comprehensive approach to the private sector which mitigates its negative impacts and maximises its contribution and you will have responsibility for overseeing and delivering the approach. This will include sector engagement, a Deal/Ethical Framework for Landlords, an Ethical Lettings Agency (involving a private sector leasing scheme), tenant support and engagement and both reactive and proactive enforcement.

You also will take responsibility for the development and ongoing monitoring and review of an empty property strategy, the development of tools for bringing empty properties back into use and have responsibility for delivering this strategy.

You will be responsible for the development and delivery of a private sector housing enforcement policy and provide management and support for the staff undertaking private sector housing enforcement functions.

You will play a key role in strategic engagement and relationship management of Registered Providers as well as other housing providers and have responsibility for some operational delivery aspects of this, for instance local lettings policies and nominations agreements, processes and monitoring.

You will also have responsibility for various other housing areas including the development and delivery of the Council's affordable housing schemes, the development and delivery of private sector housing led regeneration initiatives, the Council's Gypsy and Traveller Sites and contribution to the development and delivery of fuel poverty / low carbon strategies.

You will manage a small and varied team of Officers to deliver reform, high performance and great services exhibited through the Be Wigan behaviours.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

In the next 12-18 months, you will:

- Contribute to the development of a Housing Strategy for the borough and assist in facilitating/ influencing/ensuring delivery, including putting in place and monitoring an implementation plan.

- Develop, co-ordinate, interpret and present housing data and intelligence which underpins housing strategy, policies and delivery.
- Play a key role in the development of and ensure the delivery of a comprehensive approach to the Private Rented Sector – to include components including landlord/tenant engagement, incentives, Landlord/Tenant Deal/Ethical Framework, tenant support and new sector development.
- Work with Council colleagues and partner agencies in the development of multi-disciplinary, comprehensive approaches to those local areas showing signs of stress due to the PRS.
- Continue to develop and ensure operational delivery of an in-house ethical lettings agency and Private Sector Leasing Scheme.
- Develop an approach and policy through to enforcement in the Private Rented Sector which works effectively with the other components of the approach to the Sector to promote self-regulation whilst ensuring the effective and targeted use of enforcement.
- Develop an Empty Property Strategy for the Borough and take responsibility for this strategy's operational delivery and success, through the development and delivery of various tools including financial incentives, support/guidance to owners and enforcement.
- Contribute to the development of a framework for the Councils engagement with Registered and other housing providers.
- Review and put in place appropriate operational arrangements and collaborations with Registered and other housing providers to ensure the best use of their stock in meeting housing need.

On an ongoing basis you will:

- Ensure the ongoing development, review and delivery of the above plus a number of other areas including the Councils affordable housing schemes and purchase of former Right to Buy Properties.
- Support the Service Manager in relation to the Councils responsibilities for the Gypsy and Traveller site and Gypsy and Traveller provision.
- Maintain strategic oversight and co-ordination on asylum seeker and refugee related housing issues in the borough.
- Act as a role model and ambassador in your delivery of The Deal principles, working as 'one team' with the Council, partner agencies and stakeholders (including customers).
- Lead and develop your team, providing support, guidance and genuine opportunities for career growth, whilst tackling any issues relating to poor performance or attitude. Ensure that excellent, customer-centred, service is delivered at all times.
- Monitor budgets as appropriate relevant to your areas of responsibility, including an oversight of the financial elements of the ethical lettings agency.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

In this job you will need

You must be able to demonstrate the following essential requirements:

- Educated to degree level in a relevant subject.
- Have substantial experience at a strategic and operational level together with experience of managing and developing a good proportion of the housing areas that are detailed within the responsibilities and duties of the role.
- Have expansive knowledge plus experience and abilities, to interpret and translate national, regional and local housing policy, legislation and context.
- Be able to develop strategy, devise delivery plans and convert these plans into action to deliver objectives and targets within timescales and budgets.
- Have considerable experience and ability in leading, organising, developing and motivating staff to achieve their potential, deliver high performance and operate as a coherent and productive team.
- Have effective project management skills and the ability to develop and deliver key projects.
- Understand the importance of and have experience and the ability to work collaboratively and in partnership with others, both internal and external to the Council.
- Have excellent leadership, influencing and negotiating skills when dealing with customers, elected members, colleagues, stakeholders and partners.
- Have a passion for delivering outstanding customer-centred services.
- Be able to work under pressure and to tight deadlines.

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough