

MEDWAY COUNCIL - JOB PROFILE

Designation: Head of Tenant Service
Directorate: Housing Services
Responsible to: Chief Housing Officer
Grade: Service Manager

Main Purpose of Job

Medway Council's One Medway Plan provides a strategic vision and priorities from 2024 – 2028, focusing on community engagement, economic growth and quality services for residents while outlining our key values and behaviours. Housing plays a key role within the Plan with an embedded commitment within Priority 5: Living in good quality, affordable homes, to provide a good quality tenant led landlord service to the tenants of our 3000+ homes.

In November 2024, the Regulator for Social Housing completed their first programmed inspection and issued a C2 rating, this reflected the journey that the service has been on and subsequently is now building on to achieve a C1 rating for our tenants. As a member of the Housing Senior Management Team, you will work with tenants, residents, partners, officers [across directorate], Councillors and Leadership Team to agree shared priorities, plans, budgets and the delivery of a high-quality landlord service.

As the Head of Tenant Services covering tenancy and estate management, neighbourhood services, leaseholders, rental income, homes for independent living [HFIL], tenant engagement and housing ICT, customer insight and data, you will be required to assess priorities, direction and expectations and lead teams to improve performance, build capacity and to ensure completion of the Regulators Continuous Improvement Plan. You will ensure that tenants are at the heart of decision making, encouraging and delivering on learning from complaint outcomes, tenant and resident feedback and Big Door Knocks]

You will oversee the delivery and continued improvement of;

- Income collection (circa £17m) and tenancy sustainment, ensuring that the Council supports its residents to pay their rent, escalating cases through agreed processes.
- Leaseholders, land sales and right to buy, leading a transparent and efficient service for leaseholder charging, land sale enquiries and the processing of right to buy applications.
- Tenancy Management, operating effective and timely interventions to address anti-social behaviour, tenancy issues, allocations and lettings, tenancy reviews. Working with the Property Services Team to improve the “look and feel” of estates.
- Homes for independent living, supporting residents to live independently in their own homes by providing an open and valued service to residents.
- Tenant engagement, insight and data management to ensure a tenant led landlord service in conjunction with the Head of HRA Property and Development.

- Leading the client function for estate cleaning, grounds maintenance and any other activity required by the role.

For relevant areas, within the scope of the role, you will be responsible for the Council's continued preparation for the Social Housing White Paper or any subsequent legislation.

With responsibility for resident involvement, you will be passionate about engaging with residents, able to facilitate open and honest conversations about service delivery and identify opportunities for improvement.

Contributing actively to the management team and general strategic direction of the service you will be involved in a range of projects and different business areas whilst always championing an approach based on the views of our residents.

PERSON SPECIFICATION

Qualifications/Experience

- Chartered Institute of Housing (CIH) Level 5 or above or working towards or willing to complete within 12 months.
- Degree- level education and/or equivalent
- Significant experience in a senior housing services role with a relevant professional management qualification or equivalent experience.
- Extensive experience of leading front-line services that are delivered to people with a diverse range of needs.
- Proven experience in Microsoft office packages and Housing Management Systems
- Demonstrable ability to build sound, productive working relationships with colleagues, partners and employees. Seeks opportunities for partnership working that will benefit the service area and/or tenants.
- Ability to communicate clearly both orally and in writing, adapting style to suit different needs.

Strategic Vision

- Demonstrable ability to contribute to the ongoing development and achievement of the strategic vision for the service, using a range of information on future trends to set measurable performance objectives and inform strategic thinking.
- Provides leadership on the identification of the future trends (e.g., technical market, industrial, social economic, legislative).
- To work with colleagues to achieve service plan objectives and targets.
- Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.
- As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.
- To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Organisational Insight

- Can demonstrate an extensive understanding of the service, its activities and policies and the market/external comparators for it.
- Ability to inform and engage with the Portfolio Holder for Housing & Homelessness, Cabinet and Members

Inspirational Leadership

- Demonstrates strong leadership with integrity, whilst also promoting equality.
- Encourages creativity, innovation and improvement.
- Ability to influence decision makers to facilitate progress and achievement of objectives.

Stakeholder Management

- Demonstrable ability to build sound, productive working relationships with colleagues, partners and employees. Seeks opportunities for partnership working that will benefit the service area.
- Ability to communicate clearly both orally and in writing, adapting style to suit different needs.

Service Effectiveness

- Ability to develop a strong service culture, developing, managing and measuring service plans and objectives.
- Demonstrable ability to develop resource plans to meet service requirements drawing up realistic budgets and using information effectively. Managing programmes and projects, assessing and dealing with risks.
- Assures that the organisation's business processes are compliant with relevant legislation, and that the organisation operates according to the principles embedded in relevant standards

Leading Change

- To be proactive in instigating change.
- Ability to embed change, supporting wider council initiatives.
- Demonstrable ability to make decisions and solve problems within limits of authority, to enable progress.
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Team Engagement

- Demonstrable ability to build a motivated, engaged team. Ensuring that individuals and teams have targets/objectives and development plans linked to service goals.

5. ORGANISATION

(i) ORGANISATION CHART

Please see attached.

(ii) DESCRIBE HOW AND BY WHOM THE POST IS MANAGED

The post will be managed by the Chief Housing Officer.

The post holder will be required to deputise for the Chief Housing Officer from time to time at meetings or other events.

(iii) DESCRIBE THE LEVEL OF INITIATIVE AND/OR INDEPENDENCE EXPECTED OF THE POST HOLDER INCLUDING THE LEVEL OF DISCRETION TO MAKE DECISIONS AND THEIR POSSIBLE CONSEQUENCES

The post holder will be required to,

- Autonomously make decisions on operational and strategic matters that impact upon the Housing Service, residents and tenants.
- Make recommendations to senior leaders and elected members in relation to functions within the remit of the post.

On a range of policy, operations, and strategic matters the post holder will regularly need to balance available choices and options considering the relevant risks, guidance, regulation, legislation, advice, procedures and financial implications.

The postholder will be responsible for the development and delivery of a range of targets and strategic aims that relate to their area.

(iv) DESCRIBE ANY SUPERVISORY / MANAGEMENT / MATRIX MANAGEMENT RESPONSIBILITIES

The post holder will be responsible for approximately 50 members of staff and will assume all line management responsibilities for their direct reports (currently four).

The post holder will be responsible for staff that work across a range of sites and regularly undertake visits in line with their role responsibilities.

The post holder will be responsible for contractual arrangements, ensuring that they are delivered in line with specifications, relevant guidance and legislation.

(v) JOB CONTEXT – DESCRIBE THE MAIN CONTACTS, BOTH INTERNAL AND EXTERNAL AND THE PURPOSE OF THOSE CONTACTS

The postholder will be expected to maintain a range of contacts that are relevant to their role. This will include, but is not limited to, Internal and external stakeholders, contractors, elected members and members of parliament, government departments, local and regional bodies and members of the public.

(vi) WORK CONTEXT – DESCRIBE ANY POTENTIAL RISK TO HEALTH AND GENERAL WELLBEING

Whilst the post will generally be working in an office or home-based environment there may be occasions where visits to various sites or properties is necessary.

The post holder, on occasion, may encounter situations whereby they are exposed to issues of abuse or aggression or issues that are sensitive in nature creating an emotional demand on the post.

6. PHYSICAL DEMANDS

The post is likely to encounter prolonged periods of time working at a desk utilising a keyboard and mouse.

Attendance at meetings, site or property visits will necessitate a low level of physical activity.

7. WORK DEMANDS

The post holder will frequently need to work to deadlines and the resolution of issues that may arise at short notice. This will require the post holder to work flexibly, reviewing of resourcing requirements and the management of potentially competing priorities.

Due to the nature of the role, there will be, on occasion a need for the postholder to respond to issues that do not fall during the normal working day.

8. RESPONSIBILITY FOR PHYSICAL RESOURCES

The post holder will be responsible for the safety and decency of any accommodation that is provided within the remit of the post. This responsibility extends to reporting or escalating issues that may not necessarily fall within the remit of the post.

The post holder may have to assume responsibility for the possessions of others, ensuring that they are safeguarded and dealt with in line with internal policies and procedures.

The post holder will assume responsibility for any systems including their development, commissioning arrangements and management.

9. WORKING CONDITIONS -HYBRID

The postholder will predominantly be expected to work in an office or home environment. There will be a requirement for site-based work or working from alternative locations on a regular basis.