

**Decision under Delegated Powers****Creation of Head of Landlord Services Post****Officer Requesting the Decision**

Peter Oliver - Director of Housing and Wellbeing

**Officer Making the Decision**

Rob Mitchell - Chief Executive

**Recommendation:**

To approve the:

Creation of the Head of Landlord Services Post at JNC C in HRA cost centre H210 at 37 hours per week on a permanent basis. The job profile is appended. The post will report to the Director of Housing and Wellbeing.

The effective date for all changes is 20<sup>th</sup> June 2023. This decision is made subject to a positive decision at full Council on 19<sup>th</sup> June 2023 to create the necessary budget for the post.

**Reasons:**

To lead the Landlord Service.

**Authority for Decision:**

The Chief Executive, as head of paid service, has delegated authority under the Constitution to agree changes to the establishment, within budget and without major operational disruption or interruption of services or involving a change from direct to indirect provision or vice-versa or other policy implications.

**Decision and Date:**

**Robert Mitchell (he, him, his)**  
**Chief Executive – 15<sup>th</sup> June 2023**

**Background:**

The Job Profile is appended. The post has been subject to Job Evaluation.

**Comments from HR**

HR Advisor: Anna Cairns (13/6/23)

Summary of Comments from HR: This new Job Profile has been updated and graded at JNC C. The normal recruitment process should now be followed.

**Financial Implications**

At the Council meeting on Monday 19<sup>th</sup> June 2023 Council is expected to approve the funding for the post.

This funding from the HRA Financing Fund will be transferred to the HRA Salary Budget Code H210 to fund the post in 2023-24. This will be added to the HRA Budget for 2024-25 on an on-going basis.

Creation of the Head of Landlord Services Post at JNC C in HRA cost centre H210 at 37 hours per week on a permanent basis will cost a maximum of £102,800. Total costs include full oncosts but does not include any pay awards.

For 2023-24 purposes and assuming a start date of 1<sup>st</sup> July, 9mnth virement (Jul'23 – Mar'24) and starting at the bottom of the scale (scp 58 - £96,400) this will equate to £72,300. A one-sided on-going virement from the HRA Financing Fund to Salary Cost Code H210.

**Risk Management**

As set out in CABINET - THURSDAY, 1 JUNE 2023 Landlord Services Capacity

Key Decision: No

Background Papers: [Generic Committee Report Template \(moderngov.co.uk\)](https://moderngov.co.uk)

There are none.

## JOB PROFILE

### Head of Landlord Services

## JOB DESCRIPTION

JOB TITLE:	Head of Landlord Services
GRADE:	JNC C
SERVICE:	Housing and Wellbeing
BASE/LOCATION:	Southfield Road Offices, Loughborough - Agile Working
POST NUMBER:	TBC

## JOB PURPOSE

- To lead, manage, and deliver the Council's social landlord function, and ensure that as far as reasonably practicable the Council acts in accordance with all relevant legislative statutory, and regulatory obligations.

## ROLE SPECIFIC DUTIES & RESPONSIBILITIES


- Provides expert professional and technical knowledge in relation to all social housing and related functions delivered and required by the Council, ensuring that as far as reasonably practicable the Council complies with the law, statute, and regulatory standards, and that staff, tenants, householders, contractors, and the public are kept safe.
- Manages the Council's housing stock and associated assets and services by ensuring that as far as reasonably practicable, appropriate strategies, policies, initiatives, and programmes, are developed and implemented.
- Lead on the development and implementation of the Housing Revenue Account Asset Management Strategy and Business Plan.
- Works with colleagues from across the Housing and Wellbeing Directorate to regenerate neighbourhoods and deliver new social housing.
- Ensures that as far as reasonably practicable, appropriate contracts are procured, and that good contract management is in place.
- Manages the capital and revenue budgets for landlord services, maximising income, and spending in line with agreed priorities.
- Leads on the development of partnerships and relationships with stakeholders to positively influence outcomes for tenants and communities.

## CORE REQUIREMENTS



- Champions the Vision and Values of Charnwood Borough Council and work with members and staff from across the organisation in the best interests of the residents of the borough and the Council.
- Responsible for managing the strategic and operational performance of services and teams in line with the Corporate Strategy and Service Plans including planning, budgetary processes, and risk management.
- Maintains effective and productive working relationships with colleagues and external partners.
- Leads, manages, and develops colleagues and teams effectively to support the provision of excellent customer focussed services.
- Drives successful achievement of key projects and initiatives including project management, working groups, continuous improvement, and transformation.
- Ensures that the customer experience is maintained to a high-quality standard and is committed to delivering appropriate services to all service users, inclusively and without discrimination.
- Works collegially with colleagues.
- Deputise for the Director on specific matters as required.
- Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.

## SPECIAL FACTORS & CONDUCT

- This job profile sets out the principal duties associated with this post at the time it was drawn up but is not intended to constitute an exhaustive list.
  - The postholder will be required to undertake duties and responsibilities as required that are commensurate with this role, and which may vary from time to time.
  - The nature of the work may involve the jobholder carrying out work outside of normal working hours. This will include participation in the [on-call](#) rota and support for civil contingencies/business continuity issues. Additionally, you will be required to provide relevant and appropriate support for corporate events including Loughborough Fair.
  - You will be required where necessary to be involved in Civil Contingencies and Emergency Planning issues relating to preparing and responding to relevant incidents or events. This is in addition to corporate requirements including protect and prevent duties within Community Safety and Public Protection.
  - This position has been identified as a politically restricted post under the Local Government and Housing Act 1989.
  - Conduct of Heads of Service [at all times](#) will be bounded by legality, the Council's policies, strategies, constitution, democratic arrangements, and the pursuit of equality, efficiency, effectiveness and economy in the design and delivery of services.
- 

## PERSON SPECIFICATION

### Our Values

Our Charnwood Culture Framework is a set of core values that run through the way we work and the way we lead others. Our Leaders and Managers drive the Charnwood culture, demonstrating our values and ensuring the 'essence' of Charnwood is understood by all.



#### Pride in Charnwood

We take pride in our work and our borough and are ambitious for the future.



#### Working Together

We work together with pace and positivity as one council and in partnership with others.



#### Customer Focused

We listen to our customers and are focused on delivering excellent services.

### Qualifications

#### Essential

- A relevant professional qualification at degree level, or equivalent experience working at a senior management level.

#### Desirable

- Evidence of continuing personal and professional development relevant to a senior management role.

### Experience & Skills

- Experience of managing a social landlord service at a high level.
- Significant experience at a senior management level within a complex multi-functional organisation.
- Clear understanding of legislation, guidance, statutory, and regulatory responsibilities in relation to social landlord functions of Local Authorities and the ability to translate these into service deliverables.
- Evidence of developing successful working relationships with Executive Boards/Members, internal and external partners, colleagues, and other stakeholders to deliver shared aims and objectives.
- Evidence of successful resource and financial/budget management.
- Ability to lead, motivate, and empower others to achieve high performance in all circumstances, and foster a positive working environment.
- Ability to manage and develop high quality customer focused services throughout the Borough.
- Sound decision-making skills, workload prioritisation, and the ability to find creative and innovative solutions to problems.