

## **CASTLE POINT BOROUGH COUNCIL**

### **JOB PROFILE**

|                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b><u>POST NO.:</u></b>        | H&C001                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b><u>DESIGNATION:</u></b>     | Head of Housing & Communities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b><u>GRADE:</u></b>           | Local Scale Points 54 to 58                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b><u>RESPONSIBLE TO:</u></b>  | Chief Executive                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b><u>RESPONSIBLE FOR:</u></b> | <p>Housing &amp; Communities which includes:</p> <ul style="list-style-type: none"><li>• Revenues</li><li>• Benefits</li><li>• Strategic Housing</li><li>• Housing Management</li><li>• Homelessness &amp; Housing Advice</li><li>• First Contact including Reception</li><li>• Concessionary Travel</li><li>• Land Charges</li></ul> <p>The management, training and development of direct reports</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b><u>LIAISE WITH:</u></b>     | Members of the Council, the Chief Executive, directors, managers and supervisors. Other authorities, external auditors and government departments necessary for the proper administration of the Council's affairs. Other external bodies and organisations providing services to the Authority.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b><u>PURPOSE OF JOB:</u></b>  | <p>To provide leadership and strategic management in the development and delivery of high quality services. In particular:</p> <ul style="list-style-type: none"><li>• To provide a First Contact customer gateway for the Council.</li><li>• To provide effective management of the Council's Revenue Collection arrangements.</li><li>• To provide effective management of the Benefit &amp; Homeless Service.</li><li>• To provide the strategic delivery and management of Social Housing and Decent Homes.</li><li>• To provide effective management of the Local Land Charges Service.</li><li>• To inspire and develop the Housing &amp; Communities Teams to deliver against targets.</li><li>• To develop and champion sound business cases in support of new &amp; innovative ideas.</li><li>• To maximise customer satisfaction by driving through the highest levels of customer service.</li><li>• To contribute to the research, commissioning and delivery of corporate projects.</li></ul> |

- To contribute to achieving the Council's corporate objectives and priorities.
- To contribute to the Council's agenda for achieving continuous improvement in service delivery and any external performance assessments.
- To be a member of the Corporate Management Team.

**MAIN ACTIVITIES:**

1. To provide support and advice to Members on the law & practice and development, monitoring & review of the services provided by Housing & Communities.
2. To make a positive contribution to the preparation and delivery of corporate aims, objectives and policies not only within Housing & Communities but also in other relevant corporate areas.
3. To ensure that corporate aims, objectives and policies are effectively communicated and delivered to staff, partners and the community of Castle Point by providing high quality effective leadership and strategic management consistent with the Council's values.
4. To ensure that appropriately qualified and experienced staff are in post, through effective recruitment processes, retention techniques, succession planning, regular appraisals and personal development planning supported by effective training and development of all personnel.
5. To ensure that an effective service is provided within budget and with appropriate financial controls and monitoring in place.
6. To ensure that effective services are delivered using appropriate statutory and Council procedures, with systems in place to accurately record and protect data and processes, and provide regular accurate reporting on activities in accordance with national and local requirements.
7. To ensure that appropriate performance management mechanisms are in place to monitor and record service delivery in accordance with agreed aims, objectives and plans, with accurate and timely reporting arrangements embedded in service teams.
8. To ensure that the Council is represented and performs an effective role in the various partnerships to which it belongs and through which the delivery of effective services are provided.
9. To ensure the preparation and consultation on effective service plans and strategies.

10. To establish a culture which is consistent with all of the Council's values, and in particular focuses on high quality effective customer service and satisfaction, and which encourages ambition and innovation in service delivery to achieve continuous improvement.
11. To act as an ambassador for the Council in its work with partners and the community by championing the Council's priorities and core values.
12. To ensure compliance with all health and safety & risk management requirements.
13. Any other duties consistent with the officer's responsibilities, qualifications and experience, relevant to the purpose of the job as may reasonably be requested by the Chief Executive or directors.

**Competencies required:**

1. Self Awareness and Control
2. Personal Effectiveness & Self Development
3. Analysis and Judgement
4. Interpersonal Skills
5. Organisational Awareness & Joined Up Thinking
6. Customer and Client Awareness
7. Using and Managing Resources
8. Working in Partnerships and Managing Contracts
9. Managing Processes and Measuring Results
10. Managing and Developing People
11. Leadership
12. Professional & Technical

**Measures: All**