



**LONDON BOROUGH OF MERTON**  
**COMMUNITY AND HOUSING DEPARTMENT**  
**JOB DESCRIPTION**

**POST TITLE:** Head of Housing Needs & Strategy

**Grade:** MG2

**DIVISION/SECTION:** Community & Housing

**Location:** CIVIC CENTRE, MORDEN

**Responsible to:** Director of Community & Housing

**Responsible for:** *five teams, deputising for the Director of Community & Housing as and when required.*

**Post number:**

**Date:** August 2018

**1. MAIN PURPOSE**

To act as lead officer providing strategic policy direction and leadership, operational management and financial control for the Housing Service, Environmental Health and any associated statutory functions within the Council. Support DMT, and the Director to achieve the aims and desired outcomes of the Council.

**2. MAIN DUTIES AND RESPONSIBILITIES**

To provide leadership to a multi-disciplinary service which includes five service areas, ensuring the highest standards of service delivery and performance are achieved.

To interpret relevant policy, legalisation and regulations, advising members and the Director and developing business cases and implementation plans as appropriate.

To contribute on the council's behalf to national and regional discussions and consultations.

To plan, coordinate and provide management of the five service areas, against known and emerging policy, practice and demand led frameworks.

To plan, co-ordinate and provide management, against emerging policy, practice and demand led frameworks.

To deputise for the Director of Community and Housing at London Councils Housing Directors Meetings and other partnership and network meetings in relation to housing and environmental health.

To design, lead and manage Housing and Homelessness strategies in relation to:

- The prevention of homelessness and the promotion of housing options, including the discharge of the council's duties deriving from the Homelessness Reduction Act 2018
- The housing needs of people with social care needs or who might otherwise be vulnerable
- The provision of housing advice and tenancy relations
- The assessment of applications under both allocations and homelessness provisions and the associated Review functions
- Deliver a Shared Lives Schemes for those who want to live in the community, but require more support.
- Manage the allocation, procurement and monitoring of Temporary Accommodation
- Deliver a Home Improvement Service including procurement of Disabled Facilities Grants and associated services.
- Maintain a relationship management with registered providers
- Manage the allocation of affordable housing for vulnerable persons.

To deliver housing enforcement

To issue licences in accordance with the Licensing of Houses in Multiple Occupation Regulations 2018

To commission and manage housing related support contracts to enable people to hold tenancies and live in the community, who might otherwise struggle to do so.

To lead the council's housing related environmental health services, advising members and the director, supervising complex case work and ensuring that the service is performing well and represents value for money.

To promote a broad understanding of housing issues and housing options amongst members and officers.

## **Main Duties:**

1. To provide expert advice and guidance to the Director of Community & Housing and the Corporate Management Team, Departmental Management Team, Cabinet Members, Councillors and other Senior Managers in relation to housing legislation and policy and where required, their application to specific casework issues.
2. To draft complex reports on service or policy issues for Cabinet, Scrutiny or other bodies as necessary.
3. To be responsible for the supervision, monitoring and control of capital and revenue budgets in accordance with standing orders, financial regulations and all other Merton policies and procedures. To ensure that value for money is achieved, maximising income, investigating variances and taking remedial actions.
4. To ensure that all services within the post holder's control are provided in a lawful and effective manner and that they are regularly reviewed to ensure innovation and continuous improvement.
5. To represent the department at a senior level on a variety of groups and bodies, including those convened on a statutory footing.
6. To lead on Human Resources issues across the teams managed, ensuring that there is full and consistent application of the Borough's policies and procedures.
7. To represent the Housing Service, in the development and implementation of multi-agency projects and initiatives, collaborating with senior colleagues and partners.
8. To plan and manage risks for the service, including financial and reputational risks, authorising appropriate actions including legal proceedings to mitigate those risks.
9. To promote equality, diversity, and inclusion for all, maintaining an awareness of the Borough's equality and diversity protocols and policies. To work to create and maintain a safe, supportive and welcoming environment, in which officers treat colleagues and residents with dignity; valuing and respecting their identity and culture.
10. To understand the duties and responsibilities arising from the Children Act 2004, the London Child Protection Procedures and Working Together to Safeguard Children and Adults, as this applies to the post holder's role within the council.
11. To provide strategic, operational and motivational leadership for staff, providing a visible presence to the workforce and promoting a

good working environment with the primary aim of delivering high quality services.

12. To effectively manage staff, including their recruitment, training and development; ensuring that managers and staff comply with the Borough's Human Resource policies and codes of practice.
13. To advise and support senior managers on relevant service and other matters, including advising on legislative developments, policy proposals and committee reports.
14. To ensure that business and budget plans are produced for all functions within the service and ensure they are effectively managed within the approved budgets.
15. To ensure that performance review and improvement and customer focus is embedded within services, as well as seeking innovative and creative solutions to securing highest quality and value for money services.
16. To effectively manage programmes and projects to ensure they deliver on time and within agreed budgets.
17. To ensure that effective commissioning, market testing, contract management and monitoring arrangements are in place for Housing related support services, taking appropriate action where they do not meet the required standards.
18. To promote and develop good working and collaborative arrangements with relevant third party organisations and agencies including private, voluntary and other public organisations, to forge effective partnership working.
19. To undertake all duties with due regard to the provisions of health and safety regulations and legislation, data protection legislation and the Borough's Equalities and Customer Care policies.
20. To respond to out-of-hours emergencies, providing advice and support to call-out officers.
21. In exceptional circumstances, to provide assistance to other boroughs, in the coordination of their housing response, following a major emergency.
22. To deputise for the Director of Community & Housing as required and to carry out any other reasonable duties, commensurate with the level of the post.