

DIRECTOR OF HOUSING & PROPERTY

Salary Grade: Chief Officer Grade SCP 64 – 68 (£77,679 - £86,182)

Douglas Borough Council is looking for a Director of Housing & Property to lead and build on the already excellent reputation of the Housing & Property Service. In addition this Director will be a member of the Chief Officers' Management Team and will assist in providing leadership, vision and strategic direction across all Council and Corporate initiatives, projects and services. This is an excellent opportunity to be at the forefront of leading and shaping the Service.

Do you think you can meet the considerable challenge of improving services, meeting growing demand and balancing budgets? Do you have the necessary energy and drive with a proven track record of successful leadership and strategic management within a multi-functional organisation of similar range and complexity? Have you got an advanced understanding of the strategic drivers for the service that will come under the control of this position and are you able to appreciate and understand the strategic high profile issues?

If you are seeking out a new and exciting challenge; if you are of high integrity and conduct, honest and direct, if you know what first class service delivery looks like and can inspire a team, if you are enthused by the prospect of joining the largest authority in the Isle of Man, if you are comfortable with being part of a team that seeks to demonstrate values based and strong leadership, then we look forward to receiving your application.

For an informal discussion please contact Kathy Rice, Chief Executive on (01624) 696319.

Application packs and details are available on the Council's website: www.douglas.gov.im

Completed applications forms must arrive no later than **Wednesday, 28th August 2019**

Canvassing of Members or Officers of the Council or any Committee of the Council, directly or indirectly, for the appointment under the Council shall disqualify the candidate for such appointment. This does not prevent an applicant from seeking further information on the post from Officers, the Chief Executive or the Human Resources Section (01624) 696455.

**K J RICE, CHIEF EXECUTIVE
CHIEF EXECUTIVE'S DEPARTMENT
TOWN HALL, RIDGEWAY STREET
DOUGLAS, ISLE OF MAN, IM99 1AD**

DOUGLAS BOROUGH COUNCIL JOB EVALUATION SCHEME

JOB DESCRIPTION

DEPARTMENT Housing & Property Department

SUB-SECTION

DESIGNATION Director of Housing & Property

REPORTS TO Chief Executive

MAIN PURPOSE OF THE JOB

Working as part of the strategic management team, pro-actively supporting the Chief Executive and other peers in the formulation of strategic policies, you will participate and provide leadership and direction on Corporate initiatives and strategies provide leadership and strategic direction and having had extensive experience at a senior level, you will engender a culture of accountability, in which all staff are clear in their roles and responsibilities and create a commercial framework with a public sector ethos and will inspire team working, high standards of service delivery, and cross boundary working across the Department.

Leading and directing on the transformation and management of a complex and high profile front-line service ensuring the services Housing & Property Department within the Council are delivered effectively and to performance targets and that they are focused on service improvement and efficiency challenges facing the Council and improving outcomes for the Council's citizens.

Work as part of the Chief Officers' Management Team and with Elected Members and contribute to the development and achievement of strategic goals for the Council as a whole managing the Council's housing and property responsibilities ensuring a high quality customer focused, comprehensive and value for money service in accordance with the Council's values, aims, policies and procedures.

Provide strategic and operational direction for the delivery of the Council's housing and property programmes, projects and priorities and maximise the Council's potential to be a high performing and customer focused organisation.

SUMMARY OF RESPONSIBILITIES AND PERSONAL DUTIES

1. Accountable for the provision of professional and effective management of the Council's housing and property services functions through multi-disciplined teams, including the provision of effective maintenance delivery.
2. Ensure the Council is provided with professional advice in relation to the range of functions within the Department, including the performance of key performance indicators to support effective policy and strategy development. Introduce a service orientated culture and operate in an open, respectful, accountable and democratic manner and ensure statutory duties and obligations of the Department are met.
3. Develop and deliver plans and strategies for the development of the Housing & Property Department function supporting the achievement of the Council's priority objectives using a planning approach which integrates a range of data, leveraging of resources beyond the Council and opportunities offered by developing technology.
4. Lead, direct, manage, empower and inspire a team of Managers responsible for Housing Management and Property Services creating an accountable culture in which all employees are clear of their roles and responsibilities.
5. Ensure project management is applied to processes, methods, knowledge and skills to ensure project objectives are achieved according to the criteria set, within agreed timescales and to budget.
6. As a member of the Chief Officers' Management Team share and lead as agreed in the development and review of corporate strategies and the allocation of resources, be accountable for cross-Council initiatives to improve outcomes.
7. Research, identify, evaluate, develop and monitor new initiatives and new opportunities to improve service delivery to tenants, to meet corporate objectives and to further develop the work of the Council.
8. Keep up to date with all regulatory requirements and develop appropriate mechanisms to ensure compliance of housing stock and tenancy matters with legal and statutory requirements.
9. Responsible for the implementation of individual performance management processes within the Department and as line manager to be responsible for performance management and developing the capacity of Assistant Chief Officers and Heads of Service and other direct reports.
10. Lead cultural changes with a focus on building a valued, confident, innovative and focused workforce, providing customer orientated services. Actively review all services provided by the Housing & Property Department to identify how best to commission for future delivery including identification of priority outcomes and the most effective and efficient delivery methods are employed.

11. Develop, implement and evaluate policies and programmes for the provision of cost-effective high quality corporate services which accord with the Council's policy objective and meet both statutory and local needs. Manage and monitor performance effectively across the Department, setting clear objectives, managing competing priorities and balancing the different interest and needs of the citizens.
12. Develop, mentor and appraise directly accountable staff and through directly accountable staff ensure all Department employees are well managed, developed, motivated and empowered within the overall Council framework.
13. Maintain a clear overview of issues affecting services both internally and externally and ensure that senior managers and members are provided with timely and accurate information, accurate analysis and advice and kept fully informed of relevant issues.
14. Ensure the development and maintenance of good working relationships within the Housing & Property Team, internal Departments and external agencies to include liaison with Central Government, DHSS, Police, Environmental Health, Project Teams, Contractors and other agencies as required. Lead and participate actively in inter-departmental working groups as required.
15. Recruit and where required select appropriate staff to provide the required levels of service within the parameters of the Staffing Budget. Ensure terms and conditions of service are observed and adhered to and discipline is maintained throughout.
16. Initiate plans and implement strategies and policies for the effective and efficient provision of customer orientated services to the Borough as required by the Council and / or Chief Executive.
17. Advise Members, Council and Committees to ensure policies are determined in a manner consistent with the effective, financial and statutory authority of the Council and within the principles of sound governance. Responsible for developing the governance, structure, systems and policies necessary to support effective service delivery and support a continuous improvement environment.
18. Ensure the effective preparation and management of estimates and budgets in association with the Director of Finance for the services provided by the Department. Ensure allocated budgets and resources are effectively managed, controlled and deployed to achieve Department objectives and within the corporate mechanisms to achieve value for money and outcomes are measured against corporate priorities, development milestones and performance targets.
19. In relation to management of contracts between the Council and other parties which are the responsibility of the Department, to develop and implement procedures for contract management, administration and monitoring. Provide guidance on contract matters to managers and staff, including the provision of training in contracting practices and procedure, where needed. Ensure that contract specifications are regularly reviewed and complied with and that forthcoming contracts are planned ahead and contract specifications updated.

20. Ensure services are developed in close consultation with other authorities, Central Government and agencies and that the local community and special interest groups are consulted on service and policy development. Promote public understanding of the Council's policies in order to facilitate their effective implementation and wider credibility.
21. Attend and advise at Council and Committee meetings as required, represent the Council to external agencies and support Civic functions as appropriate. Establish and maintain effective working relationships with the Leader, Members and other political groups; working with them to develop constructive and effective working relationships and a positive, productive interface between Members and staff across the Department. Develop effective relationships to promote the Council's community service objectives.
22. Responsible for the health and safety of Council workers in the Housing & Property Department, promoting a positive health and safety culture ensuring all required training, appropriate legislation and codes of practice are observed in conjunction with the services provided by the Department.
23. Ensure equality of opportunity for all people, in service provision and in employment, and to work in a non-discriminatory manner in accordance with the Council's Equal Opportunities Policy.
24. Compliance with the provisions of the Isle of Man Data Protection Act 2002, the Computer Misuse Act 1990, Council policies, procedures, Standing Orders and Financial Regulations, other relevant legislation and Committee procedures in order to monitor Capital and Revenue Expenditure; production of the Council's Budget and its Annual Accounts.
25. Participate fully in discussions relating to any changes deemed necessary to the job description, reaching mutual agreement to any reasonable changes with the Council reserving the right to implement reasonable changes to the job description after consultation with the post holder, if not agreed by mutual consent.
26. Such other duties as the Council or the Chief Executive may from time to time require and to assist the Chief Executive including personnel and staffing matters.

SELECTION CRITERIA

ESSENTIAL / *DESIRABLE

Qualifications

- i. An appropriate professional qualification or at least 10 years' experience in a senior management role
- ii. Educated to degree level or equivalent
- iii. Evidence of Continuing Professional Development (CPD)
- iv. A recognised post-graduate management or professional qualification is *desirable

Management Skill and Experience

- i. Proven track record of successful participation in corporate management and the development of corporate objectives, policies and strategies.
- ii. Substantial track record of working and managing successfully at senior level, including strategy development and implementation, managing budgets, resourcing, motivating and developing teams, managing change and performance improvement. Ability to demonstrate leadership and efficient and effective management of multi-disciplinary teams including business case development and resource management.
- iii. Ability to operate effectively within the local government democratic processes, with the political acumen and skills to develop productive working relationships with members, citizens and colleagues across the Borough Council, that command respect, trust and confidence.
- iv. Able to understand strategic high profile issues, understand and articulate linkages cross the Council and other organisations and set clear direction and goals in order to deliver effective long-term development strategies designed to deliver the Council's aims. Able to lead, influence and implement strategic policies and decisions.
- v. Able to demonstrate significant senior management capacity and ability to lead, manage and direct the successful delivery of large complex projects through others in support of the Council's strategic aims.
- vi. Able to command respect, influence and negotiate at a strategic professional and political level to ensure delivery of complex high profile projects.
- vii. Able to work collaboratively as a member of the Chief Officers' Management Team, taking shared responsibility for the work and success of the directorate and the Council.

Negotiating Skills

- i. A track record of working in and forging successful partnerships with both internal and external organisations, government and other local authorities to successfully deliver commercial and cross sector projects to meet corporate objectives.
- ii. Extensive experience of working, influencing and engaging at a local political level.
- iii. Substantial track record of working and managing successfully at senior level, including strategy development and implementation, managing budgets, resourcing, motivating and developing teams, managing change and performance improvement.

Planning and Development Skills

- i. Evidence of establishing a performance/service management culture, including service planning, managing priorities, target setting, performance monitoring, service measures and key performance indicators.
- ii. Evidence of a programme/project governance understanding and the ability to introduce and manage a more robust approach to the project lifecycle, from business case development, through to benefits delivery.

Financial Skills

- i. Financial and commercial awareness, with strong analytical skills and an excellent aptitude for developing innovative business cases and solutions as the Borough Council evolves.
- ii. Evidence of strategic and operational budget and resource management, including evaluating competing priorities, within financial limits and identifying, managing progressive and innovative budgetary arrangements as the department becomes more commercial.
- iii. Able to produce effective strategic and business plans, costed and supported by a coherent and well-developed performance network.

Motivational Skills

- i. Experience of leading, inspiring and motivating a range of diverse professional groups of staff to achieve progressively higher standards of service delivery, service improvements and cost reductions within challenging organisational circumstances.
- ii. Able to demonstrate effective motivational leadership and vision to staff at all levels including a positive attitude to change in order to deliver effective outcomes.

Communication Skills

- i. Outstanding negotiation, interpersonal and communication skills to relate effectively to employees, managers, members, general public and other stakeholders and command their respect, trust and confidence.
- ii. Able to establish strong positive relationships across the organisation at all levels and with external organisations including developing and maintaining personal and professional credibility.
- iii. Highest standards of conduct and probity with good political awareness.