# East Herts Logo JOB DESCRIPTION

This form summarises the purpose of the job and lists its key tasks. It may be varied from time to time at the discretion of the Authority, in consultation with the postholder.

Job title Housing Lead – job retitle pending  
Reports to Director – Communities   
Team Housing   
Grade Grade 12   
Last updated March 2025

## Job Summary

Act as the council’s strategic and operational lead for housing, including providing detailed advice and support to the council’s Leadership Team and elected members.

Develop and be accountable for the effective delivery and management of homelessness services, the council’s temporary accommodation, housing advice, the allocation of social housing in the district via nominations to housing associations and the enablement of new affordable housing.

Work collaboratively within the council and with partners across the district and beyond to ensure continuous improvement of the Housing Service by researching and developing appropriate housing policy and ensuring the council benefits from external funding opportunities.

Prepare and present briefings and formal reports to senior officers and elected members, as well as colleagues at all tiers of government.

Deputise for members of the council’s Leadership Team as required.

### Operational Responsibilities

**Develop and manage the Housing Service**

* Maintain up-to-date, specialist knowledge on all legal, policy and best practice developments across the council’s housing responsibilities.
* Be responsible for the day-to-day management of the Housing Options Service.
* Maximise opportunities for development of new affordable housing, including general needs, supporting and temporary housing, by supporting the Housing team and personally working with Planning colleagues, housing associations, developers, Homes England and other partners.
* Ensure robust arrangements are in place to manage reviews requested under the homelessness legislation.
* Oversee the timely and accurate submission of statistical returns to the government and requests for information from external organisations.
* Prepare, monitor and manage the budget for the Housing Options Service.
* Analyse and monitor statistical data to identify trends to inform service development and design.
* Ensure that you and your staff have a full working knowledge of relevant legislation to enable the efficient carrying out of the duties attached to the posts.
* Contribute to the corporate well-being of East Herts and its communities.
* Inspire colleagues to achieve excellence.
* Deliver efficient services that demonstrate value for money.

**Take the strategic lead in the development and monitoring of the council’s Housing Strategy, Homelessness and Rough Sleeping Strategy and other policies**

* Be responsible for the development and implementation the council’s Housing Strategy, ensuring and robust action plan is in place to address priority needs.
* Recommend to the council’s Leadership Team and elected members viable policy options for the Housing Service to meet the council’s strategic goals.
* Work in partnership with housing associations and other statutory and voluntary agencies to develop appropriate joint strategies and policies.
* Research, develop and implement the local Homelessness and Rough Sleeping Strategy and be responsible for maintaining and developing partnerships with key stakeholders to ensure the associated actions are delivered.
* Research, develop and be responsible for the implementation of the council’s Allocations Scheme, ensuring it meets legislative and statutory duties.
* Draft of the council’s responses to national housing consultations.
* Represent East Herts’ strategic housing interests at a local, county and regional level and promote partnership working.

### Team Working Responsibilities

* Manage a team of 20-25 officers at any one time.
* Ensure adequate supervision, training and development of staff, including annual performance and development reviews are undertaken across the whole Housing Service.
* Assist in the training and supervision of in-house officers and support staff, work placements and students including cascading training to peers to meet services objectives.
* Ensure all staff management issues including effective performance management, sickness and absence management, health and safety, equalities, diversity, discipline and development are addressed in a timely way in line with the council’s policies and procedures.
* Undertaken any other service or corporate management responsibilities as may be allocated by the council’s Leadership Team from time-to-time.

### Communication & Contacts

* Liaise with and maintain close working relationship with senior representatives of other agencies including the central government, Hertfordshire County Council, housing associations and other statutory and voluntary agencies with an interest in addressing housing issues in East Herts.
* Prepare and present reports to members, senior officers and external agencies.
* Represent the Housing Service at internal, external and public meetings, communicating clearly, appropriately and effectively at all times in order to achieve desired outcomes. This will involve handling sensitive and complex information.
* Ensure you and your team provide an excellent level of customer service, internally and externally, managing customer expectations and achieving service standards.

### Financial / Budgetary Responsibilities

* Effectively manage revenue and capital budgets allocated to the Housing Service.
* Access, bid for, manage and report on government grant funding.
* Work with colleagues across the council to deliver efficiency gains year-on-year.
* Advise on the setting of fees and charges relating to Housing Service activities.
* Champion commercial awareness, customer service, process efficiency and progressive approaches to achieve ongoing improvements and development in services to improve efficiency and effectiveness.

### Other

Keep the council’s Leadership Team advised on all matters likely to affect service delivery or that present a risk to the organisation, including a reputational risk.

Carry out other duties commensurate with the nature of the post or grade which may from time-to-time, be required. This will include occasional working out of normal hours.

Maintain and keep up-to-date your knowledge of data protection issues, including reporting issues at an early opportunity.

Maintain your and your team’s awareness of the council’s Safeguarding Policy and take a proactive approach to ensure the safeguarding of residents at all times.

# East Herts Logo

# PERSON SPECIFICATION

This form summarises the purpose of the job and lists its key tasks. It may be varied from time to time at the discretion of the Authority, in consultation with the postholder.

Job title Strategic Lead for Housing  
Reports to Designated member of the council’s Leadership Team  
Team Housing   
Grade Grade 12   
Last updated March 2025

We want the postholder to be able to demonstrate the following competencies to a high level and want to use these to the full in their work. This is more important than having a great deal of direct experience of the job content, and we will be looking for evidence of all the following key competencies during the selection process, if you are shortlisted.

* Personal effectiveness
* Proactive
* Managing relationships
* Communication
* Customer focus

## Key Criteria

### Qualifications and Experience

* Educated to degree level or able to demonstrate equivalent qualifications or experience.
* Able to demonstrate expert knowledge and experience of the housing duties, power and functions of district council which has transferred its council housing stock.
* Able to demonstrate experience in leading a team tasked with preventing, relieving and reducing homelessness and rough sleeping.
* Demonstrable experience of providing creative and innovative solutions to the provision of housing options, including supported housing to clients with specific needs as well as temporary accommodation for homeless households.
* Able to demonstrate experience in leading a team tasked with allocating social housing.
* Demonstrable understanding of the ways in which a district council can promote and/or enable the delivering of affordable housing.
* Evidence of providing services which are sensitive to the specific needs of customers.
* Evidence of a commitment to continuous personal development and improvement.
* Demonstrable ability to lead and contribute meaningfully to projects and cross-cutting working groups.
* Evidence of effective team working.

### Specialist Knowledge and Job Requirements

* Demonstrable experience of interpreting complex legislation and guidance as it relates to homelessness, the allocation of social housing and the development of new affordable homes.
* Demonstrable ability to write reports for senior officer and members audiences, covering complicated issues in an easy-to-understand way.
* Demonstrable ability to present evidence-based reports on complex legislative matters to a variety of audiences.
* Demonstrable experience of bidding for external funding and/or drafting business cases for new or amended services.
* Demonstrable ability to convert legislation, guidance and/or national, regional or corporate priorities into policies, procedures and protocols.
* Good information technology skills with standard office packages as well as experience of using bespoke housing IT systems.
* Demonstrable experience of building and maintaining relationships and trust with a wide range of individuals, professionals and organisations.
* Demonstrable ability and experience to advise, negotiate and influence individuals and partners to join the council in delivering strategic housing-related programmes, projects and actions.
* Demonstrable ability to sensitively and appropriately deal with potentially emotional, confrontational and stressful situations.
* Demonstrable ability to defuse situations that may arise from dissatisfied and anxious service users, including dealing with contentious issues in a considerate and appropriate manner.
* Demonstrable ability to work effectively and sensitively within a political environment.

### Other

* Ability to work with minimal supervision.
* Flexible approach to work.
* Excellent interpersonal skills.
* Ability to undertake site visits and off-site meetings.
* Ability to travel frequently within and outside the district.
* The ability to work outside normal office hours sometimes.
* A commitment and awareness of equal opportunities and inclusive working.
* Readiness to undertake training relevant to the post.
* The council is committed to safeguarding and promoting the welfare of all its residents specifically children and vulnerable adults. The council expects all its staff to have an understanding of safeguarding and to share this commitment.