



Quality Assurance & Standards Manager

Reports to:	Head of Quality Assurance, Engagement and Insight		
Department:	Quality Assurance, Engagement and Insight – Housing Services	Grade:	P07
DBS Status:	No	Politically restricted:	No
Job Purpose:			
<ul style="list-style-type: none"> Responsible for maintaining the highest quality standards across the Housing Directorate by offering strategic support to all service areas. Drive forward the professionalisation agenda and ensure the service meets the CIH professional standards by building competencies and holding services to account against the desired culture, behaviours and standards for operational delivery. Hold the directorate to account against Regulatory Requirements, National Policy, Legislative Changes and best practice within the Housing Sector and Local Government. Overall responsibility for implementing and managing the Quality Management System within the Housing Directorate. 			
Values			
<p>Collaborate proactively. Lead inclusively. Embrace change. Be bold and curious. Celebrate and share our success.</p>			
Overall Description			
<p>This role is essential in supporting Brent Council to ensure that legislative / statutory requirements are met: including Regulator of Social Housing Consumer Standards, Tenant Satisfaction Measures and Building Safety Standards.</p>			
Job specific roles and responsibilities			
<ol style="list-style-type: none"> Make a positive contribution to the delivery of the service, this will include working flexibly and positively to achieve the objectives of the council. Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capability. Manage a customer focused service and the effective use of resources. Ensure that the council's overall vision, values and ethos are central to the requirements of the service. Support effective working relationships and act as an ambassador and advocate with external organisations Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards. Make a positive contribution to the delivery of the service, this will include working flexibly and positively to achieve the objectives of the council. Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capability. Manage a customer focused service and the effective use of resources. 			

10. Ensure that the council's overall vision, values and ethos are central to the requirements of the service.
11. Support effective working relationships and act as an ambassador and advocate with external organisations
12. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.
13. Responsibility for monitoring and overseeing standards across the Housing Landlord Service in relation to the Regulatory Standards specifically the Economic Standards and Consumer Standards.
14. Responsibility for overseeing and co-ordinating actions and evidence gathering across services, for the purpose of achieving and subsequently maintaining accreditations for all areas within the Housing Directorate.
15. Lead on learning from the Housing Ombudsman by delivering training and briefings to managers and officers across the directorate.
16. Establish a Quality Management System within Housing that ensures residents receive a consistently high level of service.
17. Lead on the review and implementation of key procedures / processes across housing and challenge managers to uphold set standards within their service.
18. Carry out in-depth reviews of workstreams and make recommendations for improvements against the quality management system.
19. Leading the department's performance function, co-designing effective performance management tools and products with operational services, and leading target setting.
20. Regularly produce risk profiles that analyse national issues but provide a Brent context and work with Heads of Service and the Director of Housing to ensure the service is prepared to respond.
21. Be responsible for supporting Heads of Service and the Director of Housing to interpret and implement required learning from the Tenant Satisfaction Measures and any other data that showcases residents perception and experience of services.
22. Be responsible for identifying customer profiling gaps on systems and implementing actions to build high quality data that supports service delivery.
23. Support Heads of Service to raise officers understanding of risk and strategic priorities for both the Council and the Housing Sector and ensure operational objectives and decision making align to delivering these strategic priorities and minimise risk.
24. Lead on the implementation and management of the housing sectors professionalization agenda, ensuring that the directorate maintains core competencies and effective succession planning.
25. Lead on staff temperature checks to better understand the Housing Directorates culture and practices and facilitate staff led forums that create opportunities for all officers to put forward improvements, solutions or escalate operational issues.
26. Provide strategic support to all Heads of Service and the Director of Housing for the formulation of key strategies and then implementation frameworks for delivery.
27. Lead on the development of the service's strategic knowledge bank including legislation and practice, and Heads of Service to identify the implications of new legislation, government policy and developments in the wider community which impact on the council's plans, policies and services.
28. Be responsible for tracking all audit findings and recommendations and ensuring that service meet the deadline set for implementation, by holding managers and teams to account and ensure responses provided to such findings are reflective of the Housing Directorates high standards.
29. Overall responsibility for setting standards and holding all staff to account against the expected behaviours and levels of customer service expected and deliver on the professionalization agenda.
30. Lead on co-ordinating responses from the Housing Directorate and residents to national consultations.
31. Lead and protect the Golden Thread that runs throughout Key Strategic Documents and Operational delivery by ensuring services stay focused on the core objectives and

consider impact across all factors when decision making e.g. financial, placemaking, community, safeguarding, risk and resident satisfaction.

32. Facilitate service planning and monitoring on behalf of the Directorate.
33. Support the Directorate to effectively achieve examples of co-productions within areas of the service that require a high level of involvement from residents e.g. procurement of the repairs contract.
34. Act as a supporting member of the Housing Directorates DMT specifically in reviewing performance.
35. Effectively client corporate services where there is an interdependence on the standards being delivered by housing and ensure the Housing Revenue Account is maximising value for money for residents.
36. Support the Directorate to lead on place-based issues that are housing focused and there is a robust offer from the Housing Directorate for all Strategic priorities including Climate Change, Black Community Action Plan, Poverty Commission.
37. Lead on the collation of reports for Scrutiny and member led task and finish group
38. Commission relevant research on behalf of the Directorate and build the evidence base and support services to act on data and knowledge.
39. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
40. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.
41. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.
42. Undertake any other duties commensurate with the general level of responsibility of this post.
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44. Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

- Must possess or work towards achieving the CIH level 4 professional qualification
- Sound knowledge of Quality Management Systems and the principals that govern them e.g. ISO 9001
- Comprehensive knowledge of the Housing Sector and all services that operate within this demonstrating an understanding of what good looks like
- A theoretical and practical understanding of challenges impacting services in the housing sector specifically within a Local Government context
- Knowledge of the financial budgetary split within a Local Government Housing Directorate and how to navigate this
- Knowledge of the CIH professional standards

Experience

- Experience of implementing a Quality Management System that delivered successful outcomes and improved standards across a service
- Experience of operating a senior level within an organisation and advising Heads of Service and Directors
- Experience of commissioning research and agreeing methodologies that will result in findings that can be used to inform service delivery

- Experience of evaluating initiatives and utilising methods e.g. theory of change to capture outcomes and supporting evidence

Skills and Abilities

- Strong leadership and team work skills
- Ability to build positive relationships across multiple service areas
- Excellent attention to detail and comprehensive understanding of developing and monitoring processes • Strong analytical skills and interpretation of data
- Ability to hold services and individuals to account and provide scrutiny and challenge with a view to improve services
- The ability to maximise resident needs within the context of local government challenges when scrutinising services and improving ways of working
- Ability to work across multiple workstreams and deliver on set deadlines
- Ability to manage upwards and keep stakeholders focused on core objectives
- Ability to connect strategic initiatives and developments with operational delivery, such as translating legislative change in to practice guidance for services

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs