



Housing Management Advisory Board – Resident Member

Reports to:	Chair of The Housing Management Advisory Board		
Department:	Housing Services	Grade:	N/A
DBS Status:	N/A	Politically restricted:	Yes

Job Purpose:

Brent Council's Housing Management Advisory Board provides support, advice and challenge to the housing management landlord service in Brent. In particular, the Housing Management Advisory Board:

- Acts as a critical friend to the service regarding its compliance with the regulatory framework set out by the Regulator of Social Housing (The Regulator);
- Monitors the delivery and impact of the housing management improvement plan; and
- Provides a key governance step in the development and review of landlord service policies, with particular focus on holding the service accountable for effective resident engagement throughout this process where applicable.

The Resident members of the Housing Management Advisory Board provide external challenge, support and advice to the Brent Councils landlord service, supplementing the knowledge and experience of other Board members made up of elected representatives, Council staff.

Values

Collaborate proactively.
Lead inclusively.
Embrace change.
Be bold and curious.
Celebrate and share our success.

Overall Description

The role involves managing a broad range of internal and external relationships, including directors, senior managers, elected members, and various public, private, and voluntary sector partners.

It requires developing strong partnerships, leading a high-performance team, and taking a key role in the development of council services.

The position operates within a framework set by the CEO and Council but allows considerable autonomy in shaping services. The role also leads on policy development, ensures compliance with new legislation, and upholds high professional standards.

The position is expected to be part of the Councils' emergency planning and resilience arrangement, including being on call Gold/Silver, and to demonstrate a commitment to embedding ownership throughout of this being everybody's business.

The postholder must conduct the duties in compliance with the Best Value Duty as set out in the Local Government Act 1999.

Job specific roles and responsibilities

- Provide constructive challenge and independent oversight to support effective governance, accountability, and service improvement.
- Represent and promote the voice of residents, ensuring customer experience and community impact inform decision-making processes.
- Review performance, policies, and strategic priorities, offering informed feedback and recommendations to support continuous improvement.
- Support compliance and good governance, ensuring services operate transparently and in line with regulatory expectations and organisational values.
- Work collaboratively with Board Members, officers, and stakeholders to help shape high-quality, resident-focused housing services.

Essential Requirements

The Housing Management Advisory Board Resident Member will:
have knowledge of the social housing sector and the regulatory framework social landlords must operate within;

- Be able to digest, analyse and question written and verbal reports;
- Have good communication skills, with the ability to listen and constructively challenge whilst maintaining positive relationships with Council staff and other Board members; and Be available to attend meetings approximately 6 times per year on a bi-monthly basis, usually in the evening. Desirable (but not essential) criteria:
- A connection to Brent i.e., live in and/or work in Brent or have some other recognisable ties to the area;
- Awareness of and sensitivity to the political nature of a local authority, and the context that local authorities are currently operating.

Eligibility for Appointment

- To ensure public confidence in the independence, objectivity and impartiality of the Housing Management Advisory Board, a person who is or was within a period of three years prior to the appointment a member or officer of Brent Council will not be eligible for appointment.
- No unspent criminal convictions.
- The successful applicant must formally agree to observe the Housing Management Advisory Code of Conduct and complete a Register of Interest form on appointment.

PLEASE NOTE

Any involvement in political activity or campaigning, particularly at local level, may affect public perceptions of independence. Applicants are asked to indicate the nature of such activity and whether it may affect public perception of independence. The assessment will be by application form and interview. The interview will be held via MS Teams.



Budget Responsibility – N/A
Overall Headcount – N/A

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