

Corporate Director, Residents and Housing Services

Reports to:	Chief Executive		
Department	Residents and Housing Services	Job category:	Hay 2
DBS status	Standard	Politically restricted:	Yes
<p>Job Purpose:</p> <p>The role provides strategic and corporate leadership to drive the continuous improvement of the Council and the borough to deliver first-class service to residents and visitors in Brent.</p> <p>Ensure the council remains compliant with the Housing Act, all relevant housing Regulatory requirements as well as other legislative Acts, and discharges its duties accordingly.</p> <p>The role has oversight for Resident Services, Housing Services and Housing Needs and Support.</p>			
<p>Values</p> <p>Collaborate proactively. Lead inclusively. Embrace change. Be bold and curious. Celebrate and share our success.</p>			
<p>Overall Description</p> <p>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.</p> <p>It requires developing strong partnerships, leading a high-performance team, and taking a key role in the development of council services.</p> <p>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.</p> <p>The position is expected to be part of the Councils' emergency planning and resilience arrangement, including being on call Gold, and to demonstrate a commitment to embedding ownership throughout of this being everybody's business.</p>			

Job specific roles and responsibilities

1. To have in place clear and effective arrangements for the discharge of the Council's statutory responsibilities in relation to meeting the housing needs of Council residents and that all council homes are (and remain) compliant with legislation.
2. Build strong and mutually beneficial relationships with tenants and residents, enabling customers to shape future services and residents actively to be involved in the improvement and management of their homes and neighbourhoods.
3. To ensure the delivery of effective landlord services, housing needs, homelessness, rough sleeping, temporary accommodation services and customer services.
4. To ensure the delivery of efficient and effective customer contact and library heritage services which are aligned to the Council's place-based leadership ambitions and strategic change programme. Set and communicate a clear, future focused vision, translating it into actionable plans that align with long-term organisational objectives and inspire teams to achieve excellence.
5. Oversee budgets, allocate resources efficiently, and apply financial acumen to support strategic priorities and maximise organisational performance.
6. Drive continuous improvement and lead transformational initiatives that align with strategic goals, ensuring high standards in service and team performance.
7. Lead the delivery of customer-focused services, meeting demands, managing deadlines, and driving quality improvements to enhance customer and resident satisfaction.
8. Foster strong, cooperative relationships with internal and external stakeholders to achieve strategic outcomes, aligning interests and maintaining positive, collaborative partnerships.
9. Engage and motivate a diverse workforce with empathy, professionalism, and a commitment to ethical standards, equal opportunities building trust across political and organisational dynamics.
10. Develop strategic communication and negotiation skills to build consensus, influence decisions, and convey messages effectively across diverse stakeholders.
11. Provide robust governance and proactive risk management across the council by monitoring compliance with safeguarding, health and safety, equal opportunities, and data protection standards, while upholding professional integrity and probity in service delivery and providing strategic guidance on critical issue.
12. Actively support the delivery of successful elections.
13. To be the Corporate License Holder (Human Tissue Authority) for Mortuaries and Registrars.

Essential Requirements (key skills & qualifications)

1. Relevant degree and/or relevant professional qualification, including relevant professional membership and evidence of significant professional development.
2. Proven experience of operating at a strategic, senior management level in a large diverse organisation together with a solid understanding of the relevant legal, commercial, political, and operational aspects of a similar diverse and complex environment.
3. Significant leadership experience in either the public, private or voluntary sector.
4. Excellent understanding of the political context and environment of local government.

5. Successful track record of leading innovation and transformational change, particularly in response to the demands of an organisation that is undergoing a radical development and modernisation.
6. Experience of developing teams, recognising and developing talent, addressing poor performance and providing advisory services to a high standard.
7. Strong interpersonal skills and excellent communication/influencing skills.
8. Demonstrable commitment to equity and diversity issues in both service provision and employment practices.
9. This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A satisfactory Disclosure and Barring Service Declaration check will be required prior to appointment.

Budget Responsibility and Overall Headcount

£19m HRA £66m 613 FTE staff

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.