

Job Profile

Job Title: Landlord Services Manager (12 months)

Job Grade: Level 5, zone 2

Salary Range: Starts at £53,897

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. We're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

To achieve this we need to think differently about everything that we do, design services focussing on citizens, and continuously learn and improve. The relationship we have with our tenants and leaseholders can span decades. It is a different relationship to a transactional one such as paying a parking fine and we have learnt that Camden as a landlord is the 'last stop' for many residents where other services and functions can't help, or where external services no longer have the resources they used to. Our Neighbourhood Officers are working in a new way to better meet resident demands at the first point of contact; identifying barriers to delivery, changing working practices and helping residents with creative long-term solutions to the issues they face.

About the role

This is a new type of leadership role at Camden. You will need to lead across service boundaries to achieve our ambitious objectives. This is challenging work which involves identifying barriers to effective working and taking a root cause approach to addressing problems. You will be continually designing and redesigning services to meet resident need.

This post will be crucial in planning the next stages of the landlord review over the coming years. As a landlord services manager you will develop, design and deliver priority areas of work to focus on to realise our ambitions. You will be making strategic decisions with your team, working with officers, Heads of Service, elected representatives and residents to meet our goals. You will be responsible for 5 neighbourhood teams, dealing with the range of demands we work with as a landlord over the lifetime of a tenancy. These are sometimes complicated and require creative and thoughtful approaches.

In this role you will be pivotal in shaping the way services are delivered, developing and sustaining a high quality service designed to meet what matters to residents living in social housing. You will drive continuous improvement taking a proactive approach to working in a changing environment, addressing delays, highlighting areas for improvement and applying a systems approach to solving problems that arise.

You will coach, support and develop confident and competent team managers and take responsibility for establishing excellent working relationships with colleagues, agencies and partners and for facilitating an enabling and learning environment in which our staff can do their best work. You will actively promote excellence in service delivery and ensure we meet our statutory obligations as a landlord to keep our homes and residents safe and identify and promote creative and innovative solutions to support community resilience;

About you

- Significant experience of developing strong and positive partnership working relationships
- People management, coaching and team building experience
- Ability to interact confidently and flexibly at all levels including with senior leaders and at meetings with tenant representatives.
- Ability to interrogate detail and see how this links to the big picture, spotting patterns, trends and barriers and opportunities for service improvement
- Ability to reshape services through designing and implementing new ways of working to improve resident experience of services
- Excellent verbal and written communication skills.
- Commitment to continuous learning and improvement
- An understanding of the Council's responsibilities as a landlord and the Council's broader policy aims with the ability to inspire landlord services staff to deliver these to a high standard

Work Environment:

You will be responsible for neighbourhood housing teams in either the north or south of the borough with staff based in various locations. You will have opportunities to work from home as well as from council buildings. There will be occasions when you will need to work outside normal working hours to attend meetings with tenant representatives or in response to emergencies.

People Management Responsibilities:

The current post holder is responsible for five neighbourhood housing teams including one team focussed on working with tenants who have fallen behind with their rent or who are at risk of doing so. This totals approximately 50 members of staff with five managers reporting to you.

Relationships:

Resident engagement and relationship building is at the heart of this role and you will work with colleagues across and outside housing services and with agencies outside the Council as well as with tenant representatives and Councillors.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

Is this role politically restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,