

## **Housing Programme Coordinator Level 4 Zone 1**

### **Job Profile**

#### **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. We are making radical social change a reality, so that nobody gets left behind. Here's where you can shape and influence a better future for us all, in this key support role in the Director of Housing's office.

#### **Role Purpose:**

This is a new role within the Housing Management Team, created to respond to increased housing enquiries that are escalated to the Director of Housing by the Chief Executive, Leader, Cabinet Members and MPs, over the past 12 months. This role will develop and have ownership of a casework management system within the Housing Team and will be liaise with officers across the organisation to deliver timely and appropriate responses to residents/staff/partners, making decisions on required actions, liaising with internal and external partners to deliver change and high-level services. Working with the Innovation and Improvement Service, you will be responsible for reviewing complaints escalated to the Director's office, recommending remedial action and implementing lessons learned to inform policy decisions. You will represent the Director (sponsor) during major policy re-design to ensure a co-ordinated, cross council approach

You will be expected to develop relationships with colleagues of all levels, including the Corporate Management Team, our Senior Leadership Group, the Cabinet Office and MPs, representing the Director of Housing and her office in all interactions. You will also be required to sit in on meetings with her senior management team, following up on actions that arise and helping manage these relationships. It is also important that the post holder is empathetic to the difficulties that arise for the many people who contact us and is able to communicate effectively with people when they are in distress.

Alongside this responsibility, the role will take on other duties which include managing correspondence, programme management, contributing delivering MTFs commitments and coordinating and collating information to the Leader of the council. You will have sound housing knowledge to enable you to manage, assess and respond to complex casework, working across the council to deliver a One Council response.

**About you**

- You will be self-sufficient and able to manage competing demands, prioritise workloads, and to respond flexibly to changing needs and priorities
- You will have the ability to deal, efficiently, professionally, and sensitively with complaints and enquiries
- You will have the ability to take responsibility for your own work, consistently achieving and delivering to time, without compromising quality, despite tight timescales and conflicting priorities
- You will have an excellent telephone manner and verbal and written communications skills and able to prepare correspondence effectively and concisely
- You will have excellent analytical, problem solving and negotiation skills with the ability to work on own initiative with a flexible approach and the minimum of supervision
- You will can support residents in an empathetic tone whilst also managing expectations
- You will have the ability to challenge the status quo with a view to improving the customer experience for Camden residents and stakeholders
- You will have significant experience of working in a customer facing service
- You have experience in handling complex cases and complaints from a diverse range of customers
- You can deliver a flexible approach to changing priorities and have an ability to manage competing demands
- You're able to develop relationships with colleagues of all levels to represent the Director of Housing and her office
- You will have sound knowledge of housing legislation and the council's statutory duties
- You will have a sound understanding of equality, diversity, and inclusion principles
- You will have a good knowledge of local government and the issues and challenges facing local governments
- Maintain political awareness, sensitivity, confidentiality, and discretion when undertaking the role and ensure extremely high levels of customer service are delivered
- You will also be required to work as part of a team and to build and maintain effective working relationships and provide support within the Director of Housing's office and to be able to work with colleagues at all levels within the organisation

**Work Environment:**

The role will be office based in our offices in Kings Cross, but there is the opportunity for home working.

**Relationships:**

The post holder will have a close working relationship with the Director of Housing and colleagues across the organisation. Post holder will need to establish and maintain good working relationships with all services in the organisation and with Camden residents.

**Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

**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**

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

**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](http://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](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,

**Note:** This document is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.