

Job Profile Information: Housing Policy and Change Lead

Job Title: Housing Policy and Change Lead

Job Grade: Level 5 Zone 1

Salary Range: £53,857 - £61,470

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because 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.

The ambition set out in We Make Camden is that everyone in Camden should have a place they call home, and the vision for our Housing and Property services is to work deep into our neighbourhoods and within our communities to plan and continuously improve our services with people who use and rely on them, to deliver those services in an informed and responsive manner, and to ensure that provision of safe, secure and sustainable housing is a key pillar of Camden's work to increase social equality and achieve the best outcomes for Camden residents.

The Council is embarking on a major transformation of housing services to respond to its ambitions within We Make Camden and The Way We Work, changes in the regulatory environment for social housing, and ongoing supply, affordability and funding challenges affecting all social landlords.

The Housing Policy and Change Lead will play a pivotal role in leading the delivery of this transformation programme. By working closely with housing and property colleagues, senior management, the wider strategy family staff, and residents to ensure sustainable change, the Housing Policy and Change Lead will contribute to the design and improvement of our housing and property services. This is a unique role within the housing sector and provides an opportunity to be part of a cross-council, multi-disciplinary team reimagining services so that they are relational, responsive, and make the best of opportunities around technology and data.

About the role:

The transformation of our Housing services is the biggest transformation programme Camden has undertaken in a number of years, and the Housing Policy and Change Lead will play a key role in successfully implementing changes Camden needs to make to become an exemplary landlord. They will work with colleagues across Housing Services and the wider strategy family to projects and develop best practice to enable positive, lasting change.

The role will require the postholder to build key relationships and trust with Housing colleagues. The postholder will also be a key

touchpoint for other council services that work closely with Housing and share an interest in the service's development.

This role will require the postholder to be flexible and adaptable with their portfolio of work. While they will take on a wide variety of projects and work, they will be expected to specialize in particular policy areas as required.

Core responsibilities will include:

- Leading and driving the delivery of projects within a cross-cutting workstream within the Housing Transformation Programme
- Scoping, delivering and communicating high-profile strategic work and policy in a complex and dynamic environment
- Co-ordinating and working with colleagues across the Council on key pieces of upcoming change work e.g. housing allocations; the 'neighbourhoods' approach to service delivery; asset management strategy
- Working with the Housing and Property Leadership Team and service staff to shape and influence the design of future housing services
- Working collaboratively with key partners – internal and external to suggest new ways to deliver joined-up and resident centred services
- Researching, writing and implementing best practice policies and ways of working in different areas of Housing and Property services
- Influencing and testing new approaches to service delivery with frontline teams and championing our approach to culture change across the service
- Working with senior managers to engender a spirit of engagement across Housing Services and producing internal and external communications to staff and residents
- Supporting ambitious work to build new and modern digital and data capabilities across Housing and Property Management

About you

We're looking for an exceptional individual who is enthusiastic about the council's ambition to deliver We Make Camden and wider corporate agendas, such as The Way We Work. You are passionate about driving continuous improvements in organisations to make them better placed to meet their housing challenges.

In addition to this, you should be able to demonstrate:

1. Experience in managing complex change projects or programmes involving multiple stakeholders and areas of work
2. Excellent communication and influencing skills, both oral and written, with the ability to work with diverse stakeholders.

3. Experience in analysing data, diagnosing problems, developing solutions, and overseeing action plans through to delivery
4. Ability and experience to see the bigger picture and make connections between how different pieces of work fit together
5. Strong knowledge of at least one policy area within the housing sector e.g. property/asset management, housing management etc.
6. Excellent analytical and problem-solving skills, with the ability to interpret complex data
7. Exceptional leadership and communication skills, reflecting the collaborative spirit of "We Make Camden"

In addition:

- You are passionate about the Council's ambition for our Housing services, and have ideas and excitement about doing things differently
- You are curious and challenging, with the ability to think about how we can improve resident experience
- You are trustworthy and can build positive relationships with other members of staff
- You are authentic and inspirational, and persuasive, and will be able to encourage others during our transformation journey
- You understand the importance of performance, data, and measuring impact
- You recognise the importance of working in partnership with other services internally and externally to provide a joined up, customer-centred services
- You are committed and will champion the council's ambition to make Camden a more equal, diverse and inclusive borough
- You can demonstrate commitment to culture change and understand Camden's ambition to move to greater neighbourhood working
- You can drive continuous improvement in what you do, improving business processes and efficiency
- You are empathetic and sensitive to the environment you are working in.

Work environment

As this role supports a place-based service the expectation is that the post holder will work primarily from Council buildings but with the option to also work from home in line with Council policies in an 'agile' way.

People management responsibilities

The post holder will report to the Housing Change and Transformation Manager within the Housing Policy, Performance and Assurance service and will provide professional expert and technical support to a team of senior managers within Housing Services.

This role will not initially have line management responsibilities but could include direct line management responsibilities according to the direction of the transformation programme.

Relationships

The post holder will have contacts and working relationships within the organisation including:

- Key contacts across all three areas of the Council
- Heads of services, service managers and staff within Housing and Property Management
- Wider strategy family colleagues
- Digital and data services

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. 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 and 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, N1C4AG.