

Job Profile

Job Title: Head of Housing Policy, Performance and Assurance

Job Grade: Level 6, Zone 2

Salary Range: £84,194 - £93,975

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.

The Head of Policy, Performance and Assurance is a new role, responsible for coordinating strategy, performance, service improvement and assurance, and transformation and change across the Council's Housing and Property services. 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 challenges in supply, affordability and funding affecting all social landlords. To support our ability to manage this change we are establishing a new function which will support the Housing and Property Services Directorates, providing Directors and Heads of Service with the strategic thinking, insight, and programme delivery capacity they need. The role will report directly to the Executive Director for Supporting Communities and be a peer role to the Director of Housing and Director of 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 housing services so that they are relational, responsive, and make the best of opportunities around technology and data.

About the role

This is a new role which will focus on supporting Housing and Property services, requiring the postholder to establish a new, high impact team with strong connections into the corporate centre as well as into core housing and repairs services. The Head of Policy, Performance and Assurance will work closely with the Director of Housing and Director of Property Services, providing both high-support and high-challenge to ensure our housing services are relational, responsive, safe and compliant. You will be tenacious, with a passion for excellent services and desire to drive through change even when this is hard. You will need to be an experienced

and creative housing professional, with a strong track record of delivering complex change and an unrivalled understanding of housing policy. You will have an extensive network across the housing sector and local public services, able to draw on the latest thinking and enabling us to get ahead of future challenges and seize future opportunities. People management will be a strength, recognising the need to recruit, onboard and bed down a new team. You'll network across the organisation, building relationships that enable housing to make the best of corporate capacity around technology, data, and design. Core responsibilities include:

- Establishing a housing policy function and developing a new team to provide exemplary support to housing and property services, assuring the organisation that we have a strong grip on performance, improvement and financial management
- Managing the Council's Housing Transformation Programme, ensuring a strong focus on benefit realisation and strategic risk management
- Supporting service improvement, compliance and quality assurance so that we have the strongest possible line of sight between policy and the experience of tenants and residents
- Lead on preparedness to meet the social housing regulation requirements
- Performance management and data systems are in place for the whole housing portfolio, and that they are focused on achieving delivery that responds to the experiences of our residents.
- Acting as the trusted advisor to the Executive Director (Supporting Communities) and HRA Directors on strategic housing strategy, policy and change
- Acting as the key interface between housing and property services and the rest of the organisation, align and translating cross-organisational priorities with the housing transformation plan, HRA financial strategy, and annual business planning process
- Oversee the delivery of the HRA savings programme, ensuring strong oversight of the financial performance of the HRA, whilst ensuring ownership and accountability sits within the business
- Holding key external relationships across the borough, London and nationally ensuring Camden is in a position to influence policy development, legislation, and regulation
- Supporting the Council's political and officer leadership in their regional and national roles

The role will report directly to the Executive Director for Supporting Communities and have a dotted reporting line to the Director for Strategy and Design. It will be a peer role to the Director of Housing and Director of Property Services.

About you

We're looking for an exceptional Housing leader, one who is enthusiastic about the council's ambition to deliver We Make Camden and wider corporate agendas, such as The Way We Work. You have proven experience of large-scale organisational transformation with an excellent understanding of relevant legislation, statutory guidance, and national policies – in Housing. You are passionate about driving continuous improvements in organisations to make them better placed to meet their housing challenges.

In addition:

- You are passionate about the council's ambition to deliver We Make Camden and wider corporate agendas, such as The Way We Work
- You are a leader of cultural change and can influence senior managers from within and beyond Housing Services to champion Camden's move towards greater neighbourhood working
- You are curious, challenging and innovative. You have a proven ability to critically challenge existing approaches and advocate for different ways of improving the resident experience
- You understand the importance of performance, data, and measuring impact; and develop collaborative, solution-focussed and high-performing teams
- 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 are authentic and inspirational, and engage others through your personal leadership and ability to make the Council's vision meaningful to all

People Management Responsibilities:

The post holder will provide professional expert, technical and management support to the Housing Policy, Performance and Assurance team.

Relationships:

Supporting Communities Directorate Management Team (DMT)

Housing Services Management Team

Property Service Management Team

Camden's 'Strategy Family' including the Supporting Communities Strategy Team

Camden Management Team

Elected Members

External and internal Stakeholders such as Voluntary Sector Organisations, Tenants and Residents Associations

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 other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. 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,