**Job Capsule Supplementary Information: HS2 Housing Manager (Level 5 Zone 1)**

**This supplementary information for the HS2 Housing Manager is for guidance and must be used in conjunction with the Job**

**Role Purpose:**

HS2 is a key priority for Camden Council due to the unprecedented and significant impacts on the Borough and the timescales involved. The Council needs to be prepared from a Housing Management perspective to respond to the operational challenges of ensuring our communities can continue to live healthy, happy and safe lives while construction takes place; holding HS2 to account on our assurances; and ensuring we deliver on our statutory duties.

This is a fast paced, high profile role that requires an individual who understand Camden’s communities and the needs of residents, is able to build relationships and work with the community and government partners while holding Member confidence. The successful candidate will be comfortable with ambiguity, be creative and innovative in their problem solving, and able bring people with you.

**Example outcomes or objectives that this role will deliver:**

* To be the main point of contact for HS2 Ltd and its contractors for matters relating to Housing Management to ensure that HS2 work on Housing land is co-ordinated efficiently and effectively with internal colleagues
* To ensure the interests of all residents, including Tenant and Resident Associations, vulnerable tenants and leaseholders, are taken into account in the preparation and delivery of HS2 works on Housing land.
* To work across Estates Services and Tenancy Services to co-ordinate a joint response to HS2 work that will impact upon residents and services provided such as refuse, parking/grounds maintenance etc.,
* To support colleagues, particularly in these services by reducing the impact upon them
* Providing advice and support and signposting to other services as appropriate
* To work with the point of contact for the repairs service in relation to day to day repairs and any block maintenance concerns as they are affected by HS2 projects.
* To assist colleagues in holding HS2 Ltd to account on our assurances, specifically those relating to Community engagement; secured through the House of Commons and House of Lords Select Committee processes
* To review and investigate any recurring service issues associated with the HS2 works highlighted by staff or residents, and where required its Sub-Groups, relevant consents meetings and any other requiring Housing Management input.
* To work with the community impacted by HS2, helping join up community liaison activities across housing, open space, regeneration and planning. This will mean supporting and working closely with the HS2 Communications team, Place shaping, Parks, Environmental Services and colleagues from across the Council.
* You will be the lead contact for Members; Cabinet and Ward Members on HS2 Housing Management related activities.
* To work closely with relevant services on community safety issues
* To review and investigate any recurring service issues associated with the HS2 works highlighted by staff or residents, and identify and propose effective mitigation

**People Management Responsibilities:**

The role is supported by the Head of Estate Services

You will report to the Head of Estate Services whilst working collaboratively with the Head of Tenancy Services and colleagues

**Relationships;**

You play a crucial role in supporting the DMT and elected members to be informed and ready to influence key Members of the Community impacted by HS2.

You lead cross organisational working, identifying when key community expertise and strategic knowledge is needed from across the Directorates. Keeping Managers from across the Council informed and up to date on progress with the programme and particularly community liaison work, ensuring they know when keep pinch points and pressures are likely to occur and impact on their teams.

You will work closely with the Programme lead in their liaison with the Leader of the Council and lead Cabinet Members. It is critical that the post holder knows when to escalate key strategic or politically sensitive information.

This role is high profile, the relationships are sensitive and nuanced. Strong partnership working and stakeholder management is a critical requirement of the post.

**Work Environment:**

*(Describe the work environment e.g. office based, outdoors etc.)*

The post holder will be based at 5 Pancras Square but will be expected to regularly visit areas in Camden that are impacted by HS2 construction. The role may require attendance at evening and weekend meetings/ events.

**Technical Knowledge and Experience:**

**(***E.g. qualifications that are essential for the role and / or examples of the experience role holders would be expected to have in order to succeed in the role)*

**Qualifications**

**Essential:**

* Educated to degree level or equivalent or able to clearly demonstrate the skills, knowledge and experience set out below
* Experience of working in Housing

**Skills, knowledge and experience**

* Community awareness and acumen to head up complex conversations with Camden’s impacted communities
* Excellent stakeholder management skills, with experience across a wide range of service, cultures and seniority
* Strong political awareness and demonstrable Member confidence
* Strong analytical skills and ability to resolve issues at pace
* Excellent communication skills
* Managing people – ability to motivate and enable people through matrix management and collaborative working
* Knowledge of the HS2 scheme
* Knowledge of key partnership organisations
* Political awareness
* Understanding of current public policy issues

**Camden Core Behaviours – identify the level relevant to role for the 5 Camden core behaviours:**

*(Refer to Camden Behaviour framework)*

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| **Core Behaviours** | |
| Adaptability | Level 5 |
| Customer service | Level 5 |
| Drive improvement | Level 5 |
| Working together | Level 6 |

**Camden Additional Behaviours – identify one or two relevant additional behaviours with the appropriate level for this role:**

*(Refer to Camden Behaviour framework)*

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| **Additional Behaviours** | |
| Analysis and Judgement | Level 5 |
| Strategic Perspective | Level 5 |