**Draft Job Capsule Supplementary Information:**

Head of Voids Programme – Supporting Communities

**Job Zone: TBE Indicative grade** Level 6 Zone 1

**Fixed Term 12 months**

**Role Purpose:**

To lead and develop the programme of change required to develop the system changes to deliver the recovery and new operational and strategic model for the Councils Housing voids process

* Working with the Directors of Property, Housing Needs and Housing Management to lead, develop, promote and implement strategies and plans that deliver a new voids system
* To introduce a performance management framework that minimises void turn around time
* To be responsible for the accuracy of voids data throughout the process
* To have the authority to hold services to account for their performance in turning around voids
* To ensure the development of internal controls and processes to improve the robustness of the councils property database (Northgate)
* To manage the risk of slippage in the programme and ensure sustainable change for the long term gain of the Council’s HRA and delivery of the best housing options for our residents
* Working across and with multiple teams to constructively challenge services, influencing decision making and developing ways to deliver a more efficient and cost effective voids systems that delivers better outcomes for Camden tenants
* To manage complex, multiple workloads, successfully responding to often conflicting demand
* To build teams around the programme ensuring collaborative working
* To develop the skills and knowledge of staff working in the service
* To bring new approaches to managing projects which are agile and fast

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

* A redesigned service and system that delivers on the priorities of Camden 2025 whilst delivering significant savings to the Housing Revenue Account (HRA)
* Work across organisational boundaries tapping into and utilising the strengths and knowledge within housing and other teams and the best practise of other landlord organisations
* Delivering a data led reporting and performance framework ensuring the process is future proofed and transparent and accountable
* Monitor and research innovative service delivery models and share learning with Housing Board members

**Skills and abilities required for this role**

* A rounded understanding of service delivery and efficiencies and the interaction with policy choices.
* Sound experience of partnership working, demonstrating:
* The ability to work within the management and decision-making structures of the Council The ability to build partnerships and to work across teams to achieve the strategic objectives of the programme
* Ability to develop and deliver a complex programme plan presenting complex information accurately, clearly and concisely
* Evidence of the ability to seek out and develop best practice and innovation and develop workable and innovative and financial solutions.
* Proven ability to prioritise and work effectively, under pressure and within tight schedules and to develop workable and innovative solutions in problem solving situations.
* Ability to implement and maintain support systems, including IT systems, necessary for the delivery of cost effective, high quality schemes and services.

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

* Deliver for the people of Camden
* Work as one team
* Take pride in getting it right
* Find better ways
* Take personal responsibility

For further information on the Camden Way please visit by clicking [HERE](https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1)