

Job Profile Information: Strategic Lead – Housing Services

Job Title: Strategic Lead – Housing Services

Job Grade: 5.1

Salary Range: £49,930 - £57,543

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 Housing 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.

In addition to focusing on the management and development of Council homes, we are going further in our efforts to provide services in our communities. This means more engagement with people who live on our estates in our neighbourhoods, to make sure that our offer as a landlord is joined up with other key Council services such as Adult Social Care, Community Safety and more.

We are embarking on an ambitious programme of transformation in our Housing services, and the Strategic Lead for Housing will play a key role in contributing to the designing and improvement of our housing services by working closely with housing colleagues, senior management, and stakeholders to ensure sustainable change.

About the role:

The transformation of our Housing services is the biggest transformation programme Camden has undertaken in years, and the Strategic Lead will play a key role in supporting the Camden Housing Leadership Team in successfully implementing the changes

we need to make in order to become an exemplary Housing authority. They will work with colleagues across Housing Services and lead projects to enable positive, lasting change. The Strategic Lead will also have a key role to play in designing, facilitating and leading staff engagement exercises to support the change.

The role will require the postholder to build key relationships and trust with Housing colleagues and will be a key touchpoint for other council services that work closely with Housing and have a shared interest in the development of the service.

They will work deeply in the five new Housing services, but will also work horizontally, across services to ensure there is join-up across all areas of Housing. The role will require the postholder to build key relationships and trust with Housing colleagues.

This role will require the postholder to be flexible and adaptable with their portfolio of work, they will be expected to take on specialisms in particular areas as required.

Example outcomes or objectives that this role will deliver:

- Work with the Housing Leadership Team and service specific staff to shape and influence the design of future housing services
- Work collaboratively with key partners – internal and external to deliver improvement in joined-up services and resident outcomes
- Contribute to the delivery of actions and change outcomes in Housing to reflect the aspirations of We Make Camden
- Work with Strategy and Design colleagues on key pieces of upcoming transformation projects e.g. housing allocations; the 'neighbourhoods' approach to service delivery; making the best use of temporary accommodation and more
- Work with senior managers to engender a spirit of engagement across Housing Services and produce internal and external communications
- Champion our approach to culture change across the service and be an ambassador for change

About you

We're looking for someone with excellent knowledge of Housing, who is enthusiastic about our ambition to make Camden the best place to live and work. Above all, you will be passionate about ensuring that services are delivered in a relational way, with the best

outcomes for residents at its heart. The postholder should be able to demonstrate sound working knowledge of one or more of the following areas:

- Tenancy and estate management; tenant participation
- Leaseholder income and service charge collection
- Housing needs; homelessness and temporary accommodation
- Commissioning of housing services; working with housing associations; services to rough sleepers

The postholder will be skilled in proactive engagement with large teams of staff across different disciplines, with the ability to ensure that colleagues are buying into the vision for change. They should also have the ability to generate ideas and to fix problems whilst working in an agile way.

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

The post holder will work from Council buildings or from home in line with Council policies in an 'agile' way in a flexible and

paperless work environment, prioritising their own work within the empowered and enabled team culture recognising and utilising the expertise of others where appropriate.

People management responsibilities

The post holder will report to the Head of Innovation and Improvement and will provide professional expert, technical and management support to a team of senior managers within Housing Services.

This role 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 other services as necessary

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, N1C 4AG,