

Role profile

Job Title:	Head of Housing Assets & Capital Investments
Department:	Housing Asset Management
Directorate:	Housing & Environment

Grade:	CB4
Post no.:	TBA
Location:	Perceval House

Role reports to:	Assistant Director Housing Asset Management
Direct reports:	Managers within Housing Assets and Capital Investment teams
Indirect reports:	Indirect supervisory responsibility for teams within Housing Assets & Capital Investments teams

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- The Head of Housing Assets and Capital Investments is responsible for the creation and management of Ealing Council's housing stock investment programme, ensuring all projects align with the strategic goals of the council, including sustainability, affordability, and community well-being.
- To perform comprehensive assessments of Ealing Council's housing stock to identify areas for improvement and investment and to ensure the long-term sustainability and safety of assets by prioritising projects that enhance resident satisfaction, energy efficiency and structural integrity.
- To work closely with financial teams to secure necessary funding for investment projects and to ensure effective budget management by monitoring expenditures, forecasting financial needs, and optimising resource allocation to maximise the impact of investments.
- To compile and present detailed reports on the performance of housing assets, providing actionable insights and recommendations to senior management and stakeholders and use of data-driven analysis to inform decision-making and strategic planning.
- To oversee the procurement and delivery of planned maintenance and capital investment projects, ensuring they are completed on time, within budget, and to the required quality standards and coordinating with contractors, monitoring progress, and addressing any issues that arise.
- To actively engage with residents and community groups to ensure that investment plans meet their needs and expectations and foster positive

relationships and community support by organising consultations, addressing concerns, and incorporating resident feedback into project planning and execution.

Key accountabilities

1. Ensure that service policies, procedures, and processes are continuously developed to reflect legislative changes, regulations, guidance, and best practices, with a strong emphasis on adhering to legislation affecting the service, and ensure all working practices are compliant and efficient.
2. Establish a culture of continuous improvement and innovation by developing and implementing key changes, including clearly communicating goals and expectations to enhance service delivery, processes, and outcomes, ensuring alignment with the organisation and directorate's overall objectives and industry trends and best practice.
3. To be responsible for leading and inspiring the workforce, ensuring effective team management, professional development, and fostering a positive and productive work environment in line the council's employment policies, procedures and practices.
4. To engage with community stakeholders and partners, ensuring collaboration and co-creation on joint initiatives and integrating community and partnership working into service planning and delivery.
5. To be responsible and accountable for managing the budget, involving finance teams early, ensuring compliance with financial and procurement procedure rules, policies and processes, and proactively managing risks and overspends, and maximising income, funding opportunities and efficiencies.
6. Foster effective communication with all service staff, ensuring they are well-informed and actively involved. Clearly articulate service objectives, provide comprehensive briefings on Council-wide issues, and ensure that corporate messages are effectively cascaded.
7. Draft comprehensive reports, briefing notes, and presentations, support audits and committee meetings with detailed information and analysis and collaborate with the Assistant Director to ensure all documentation meets organisational standards and aids decision-making.
8. To be responsible for identifying, assessing, and managing risks to ensure effective service delivery in accordance with the council's risk management policy, frameworks, and local risk register, including ensuring the timely escalation of risks to the Assistant Director.
9. Support the Assistant Director in managing relationships with members concerning service delivery and politically sensitive issues by providing accurate and timely information and reporting within your area of

responsibility, while representing the service and the council at meetings and events as required.

10. Develop and implement a business continuity strategy for critical service delivery functions, ensuring effective planning and communication, and collaborating with the council's emergency planning team, emergency and health services, partner agencies, and government organisations to establish robust contingency plans and procedures for managing emergencies.
11. Ensure continuous professional development and mandatory training for yourself and your team, fostering a culture of ongoing learning and compliance.
12. To have responsibility for ensuring robust arrangements to ensure the health, safety and wellbeing of staff and others in line with the council's policies, procedures and guidance.
13. Ensure adherence to the council's equality, diversity, and inclusion strategies, policies, frameworks, and legislative requirements, actively promoting these principles in all areas of service delivery, including conducting equality analysis assessments and fostering inclusive interactions with service users, partners, and the workforce.
14. Responsible for delivering accurate insights, establishing and monitoring metrics, and ensuring KPI targets are met, and collaborating with the council's corporate performance team to align with broader organisational goals and reporting requirements.
15. Ensure the safeguarding of vulnerable adults by implementing and adhering to local authority policies, promptly addressing concerns, collaborating with relevant agencies, and providing training and guidance to the housing solutions team.
16. Undertake any duties commensurate with the role, including deputising for the Assistant Director and Heads of Services as needed, to ensure the effective delivery of the department's services.

Key performance indicators

- Delivery of statutory and local performance indicators set in the Housing Asset Management Strategy
- Tenant Satisfaction Measures and Consumer Standards
- Delivery of Rebuilding the Housing Service Programme improvement projects within agreed timeframes and budgets

Key relationships (internal and external)

- Assistant Director of Housing Asset Management
- Housing Asset management team

- Housing Asset Management Departmental staff
- Housing & Environment Directorate colleagues
- Council wide senior managers and heads of service e.g. Children's Adults and Public Health, Housing Benefits
- Corporate colleagues e.g., Finance, HR, ICT, Legal, Audit, Commercial hub, and Comms
- External stakeholders e.g., Ministry of Housing, Communities and Local Government, Greater London Authority, Department for Work & Pensions
- Peers in other London Councils
- Other stakeholders e.g. voluntary sector organisations, service providers, partnership organisations

Authority level

- Act as the Council's lead officer and technical expert on Capital Delivery and Building within the housing portfolio
- Develop and maintain relevant policies, procedures, and processes to ensure compliance and efficiency
- Manage large budgets (£25-50m) and ensure appropriate processes are in place to safeguard public funds
- Oversee and ensure the technical compliance of installations and repairs undertaken by other services within the Council's existing housing stock
- Determine the required competence of those specifying and undertaking works in line with the requirements of the Building Safety Act
- Resource allocation and salaries budget
- Financial sign off up to 100K

Person specification

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Essential knowledge, skills, and experience

1. Extensive knowledge of Housing Asset Management.
2. Demonstratable expertise in developing and implementing housing asset management strategies, with a focus on customer satisfaction, sustainability and energy efficiency.
3. Proven ability to lead and manage large-scale capital delivery projects, including planning, execution, and evaluation.
4. Strong experience in managing large budgets (circa £25-50m), ensuring effective allocation and safeguarding of public funds.
5. Comprehensive understanding of housing health and safety, building safety, and all relevant regulations and standards.
6. Ability to identify, mitigate, and manage risks associated with capital delivery, building safety, and compliance.
7. Ability to develop, maintain, and implement relevant policies, procedures, and processes to ensure operational efficiency and regulatory compliance.
8. Excellent communication and interpersonal skills, with experience in engaging with residents, community groups, contractors, and internal teams.
9. Strong analytical abilities to conduct assessments, prepare detailed reports, and provide actionable insights and recommendations to senior management.
10. Proven track record in managing planned maintenance and capital investment projects, ensuring timely and quality delivery within budget constraints.
11. Experience in managing and developing internal staff and overseeing the performance of external contractors to ensure high standards of work.
12. Strong commercial acumen to effectively specify and manage contracts, negotiate with suppliers, and optimise financial performance to support the housing asset management strategy.

Essential qualification(s) and professional memberships

1. A degree in a related field such as Housing, Construction Management, Civil Engineering.
2. Relevant certifications such as Chartered Institute of Housing (CIH), Project Management Professional (PMP), or equivalent.

3. Membership in a relevant professional body, such as the Chartered Institute of Housing (CIH), Royal Institution of Chartered Surveyors (RICS), Chartered Institute of Building, Association for Project Management (APM).
4. Evidence of Continuous Professional Development, for example,
 - Formal management training and development programmes such as ILM Level 5 Diploma in Leadership and Management
 - Project Management training such as Prince2 or Project Management Professional certification.
 - Health and Safety qualifications, such as NEBOSH or IOSH

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they will do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards