

Role profile

Job Title:	Head of Housing Customer Experience and Assurance	Grade:	CB4
Department:	Housing Asset Management	Post no.:	TBA
Directorate:	Housing & Environment	Location:	Perceval House
Role reports to:	Assistant Director Housing Asset Management		
Direct reports:	Managers within Housing Customer Experience and Assurance teams		
Indirect reports:	Indirect supervisory responsibility for teams within Housing Customer Experience and Assurance 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 Customer Experience and Assurance will lead and manage teams to ensure a customer-centric service that focuses on understanding and enhancing the customer journey, while ensuring effective performance of service delivery and providing assurance of achieving high tenant satisfaction within the housing asset management department.
- To ensure customer success and resolution of complaints through leadership of a specialist repairs and resolution team, quality diagnostics, accurate specifications, and effective communication, while resolving complaints and disrepair issues, driving high customer satisfaction, and implementing improvement projects based on lessons learned.
- To conduct comprehensive performance monitoring on key compliance metrics, analysing data to identify trends, strengths, and areas for improvement, and provide actionable insights and recommendations to senior management to drive continuous improvement across the asset management service and ensure the organisation remains a leader in regulatory adherence.
- To provide assurance of health and safety and building safety across the councils housing stock, blocks, and estates through a comprehensive programme of tests and checks, ensuring the delivery of services while maintaining the highest standards of safety.

- To provide strategic leadership and direction to the housing customer experience and assurance teams, fostering a culture of excellence and continuous improvement.
- Developing and implementing innovative strategies to enhance the customer experience, ensuring that services are responsive, accessible, and exceed the expectations of diverse communities.

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 improvement projects within agreed timeframes and budgets

Key relationships (internal and external)

- Assistant Director of Housing Asset Management
- Housing Customer Experience and Performance teams
- Housing Asset Management Departmental staff
- Housing & Environment Directorate colleagues
- Council wide senior managers and heads of service
- Corporate colleagues e.g., Finance, HR, ICT, Legal, Audit, Commercial hub, and Comms
- External stakeholders e.g., Council approved contractors and service providers, Suppliers, Regulatory bodies
- Peers in other London Councils
- Other stakeholders e.g. local community groups, residents and tenant associations

Authority level

- Allocation and management of the maintenance budget
- Staff Management
- Contract Management with service providers
- Policy development and implementation to provide assurance with housing policies and safety regulations
- Decision-making to prioritise repairs, allocate resources, and respond to emergencies
- Reporting of performance metrics to senior management
- Contribute to long-term asset management strategies
- Financial sign off up to £100k
- Revenue and grant budgets up to £15m

Person specification

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Essential knowledge, skills, and experience

1. Extensive knowledge and in-depth understanding of driving customer excellence, performance management, and high-quality services in an asset and maintenance team.
2. Proven ability to lead, manage, and motivate a team, ensuring high performance and effective service delivery.
3. Demonstrable commitment to delivering high-quality service and improving customer satisfaction for residents.
4. Excellent verbal and written communication skills for effective interaction with internal and external stakeholders.
5. Strong data management, analytical, and problem-solving skills to address complex operational issues, with familiarity in management systems and data analytics and reporting tools.
6. Experience in undertaking detailed performance monitoring on key compliance metrics, analysing data to identify trends, strengths, and areas for improvement, and contributing to long-term planning and strategy development.
7. Understanding of how to support strong and compliant procurement delivery and commercial management.
8. Proven ability to conduct compliance audits, examine housing operations for adherence to regulations and standards, prepare comprehensive assurance reports, and promptly address findings or recommendations.
9. High-level proficiency in managing compliance-related risks by staying updated on regulatory changes and industry best practices, ensuring consistent adherence to current legislation.
10. Ability to provide thorough culture change, training, and ongoing support to staff to ensure they understand and adhere to strong customer and compliance-focused behaviours, developing a culture of accountability.
11. Able to demonstrate commitment to driving continuous improvement.
12. Ability to build and maintain strong relationships with key stakeholders, including residents, community groups, and partner organisations.

Essential qualification(s) and professional memberships

1. Educated to degree level in a related field such as Housing, Business Administration, or Public Administration.
2. A Level 4 or 5 Certificate or Diploma in Housing, or a foundation degree from the Chartered Institute of Housing, or a willingness and ability to work towards obtaining this qualification.

3. Membership in a relevant professional body, such as the Chartered Institute of Housing.
4. Evidence of Continuous Professional Development, for example:
 - Professional development in housing management, customer service, and/or compliance
 - Training in data analytics and performance monitoring tools
 - Leadership and management training

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