

Description of senior managers roles and responsibilities

Director of Housing

The Director of Housing as a member of Place Directorate Management team is responsible for strategic and operational management of all housing services across the council.

Focus on allocation of council homes and void management, housing estates development, Housing Revenue Account, repairs and assets management programme, fire and safety, provision of temporary accommodation, services to alleviate homelessness, private sector standards and influence provision, tenant and leaseholder participation and consultation and estate management.

The Director of Housing will provide exemplary strategic leadership across the services and the whole Place Directorate. Alongside the Leadership team, the Director will lead, motivate, and inspire the whole staff body in Place Directorate and promote a cohesive culture and vision.

Head of Asset Management

Strategic management of Harrow's housing asset portfolio value approximately £750 million, to ensure that they are improved and maintained in line with current policies, health and safety legislation and to deliver a first-class service to Council tenants and leaseholders, which includes responsive repairs, planned maintenance and a comprehensive capital programme.

Head of Resident Services

Provide strategic leadership and operational management and financial budgetary control to Residents Services ensuring that each part of the service area delivers excellent services to residents (tenants, leaseholders, freeholders, commercial lettings). Service areas include income collection, anti-social behaviour, estate and sheltered service and resident engagement/customer experience.

Develop the service to seamlessly integrate with other council services, partners and stakeholders to make a significant contribution towards the delivery of the council's wider objectives.

Head of Housing Regeneration

Lead on the development of Homes for Harrow delivering new affordable housing built by or for the Council and this includes regeneration initiatives relating to Council owned stock and managing stock option appraisals. Supporting housing associations with bids for government funding for new affordable homes and negotiating with developers on the provision of affordable homes on privately built developments.

Data and Planning- managing the collection and storage of data. Lead on strategic asset management ensuring plans are in place to maintain and improve the council housing stock over the 30 year business plan. Ensure homes meet national, regional and local health and safety compliance requirements including maintaining the asbestos register, carrying out FRAs and ensuring fire safety works are completed.

Directing housing policy development ensuring policies are comprehensive, up to date and aligned in support of departmental objectives.

Head of Housing Needs

Strategic oversight and responsibility for Homelessness prevention and relief including Emergency and Temporary Accommodation provision, Private Sector Lease procurement and management, Help2Let Private Landlord Services, Housing Advice, Locata Housing Register administration, and Choice Based Lettings and Allocations.

This includes developing strategies and policies to ensure that people in housing need are found economically realistic housing solutions and the lead on Housing Advice & Homeless Prevention. Provision of this service which has a high concentration of vulnerable and disadvantaged service users. Lead on the Council's legal duties in allocating social housing and developing appropriate housing solutions to provide relief from homelessness, including income collection from temporary accommodation and Bed & Breakfast.