JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Assistant Neighbourhood Director</th>
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</thead>
<tbody>
<tr>
<td>Position Number(s)</td>
<td>TBC</td>
</tr>
<tr>
<td>Department</td>
<td>Housing Management</td>
</tr>
<tr>
<td>Section or Service</td>
<td>Grenfell</td>
</tr>
<tr>
<td>Grade</td>
<td>Up to £66k</td>
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DESIGNATION:

<table>
<thead>
<tr>
<th>Responsible to</th>
<th>Neighbourhood Director</th>
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<tbody>
<tr>
<td>Employees directly</td>
<td>2 direct, 13 indirectly</td>
</tr>
<tr>
<td>supervised (if applicable):</td>
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Family Tree:

[Diagram showing the organizational structure with roles and relationships]
JOB PURPOSE:

1. To work to the Neighbourhood Director across Grenfell Housing Services, and the Lancaster West Neighbourhood Team to develop and lead unique housing management and neighbourhood services with pace, empathy and an unparalleled resident-focus, delivering exemplar services for the survivors and bereaved of the Grenfell tragedy, and transforming Lancaster West into a model estate for the 21st Century through a multi-million pound refurbishment co-designed with residents.

2. The post holder will work with the Neighbourhood Director and Heads of Service concerning repairs, major works, rent collection and financial inclusion, estate, block and property management, ASB, cyclical works and related services, working closely with residents, resident associations, the Grenfell Dedicated Service and other statutory and voluntary agencies as required.

3. The post-holder will forge a positive working relationship with residents and representative bodies of survivors and bereaved, in order to ensure the diverse needs of residents are met and that housing services are provided which support the widest possible recovery from the Grenfell tragedy.

4. The post holder will be the primary point of contact with housing associations and local authorities concerning housing services provided to survivors and bereaved, ensuring the highest possible standards and services are delivered to residents.

DESCRIPTION OF DUTIES:

Neighbourhood and housing management

1. To deliver high-quality and resident-focused neighbourhood and housing management services in the context of Grenfell recovery, that support residents’ needs, deliver high customer satisfaction and rebuild trust with public services.

2. Improving a full spectrum of housing related services, including repairs, rent collection, tenancy management, estate management and engagement.

3. To support organisational change ensuring effective systems are in place for performance, development, communication, quality of service and the monitoring of effective service delivery in this area, and in providing a single high standard for former Grenfell residents.

4. To ensure that all duties and responsibilities are performed in accordance with the Council’s policies and procedures, including financial regulations, standing orders, HR policies and procedures and health and safety.
5. To operate and utilise information and communication technology as appropriate to the post’s areas of responsibility and to assist with the identification and development of new ICT applications that would improve the efficiency of the service.

6. To keep abreast of professional developments, legislative changes and best practice in the housing sector.

7. To be accountable to the Neighbourhood Director, to provide formal reports and attend meetings as required, including deputising for the Neighbourhood Director where required, including in Council sub-committees and meeting external stakeholders including central government.

Refurbishment, repairs, and seizing development opportunities

8. To work with the Head of Property Services to provide strategic leadership concerning repairs, refurbishment and major works, including establishing and delivering elements of the overall programme, performance management, delivering service improvement and development as required.

9. To ensure the development and delivery of procurement to deliver best value for the Council and the most efficient delivery of work across Lancaster West. To ensure that all procurement is carried out in accordance with EU Procurement requirements, legislative requirements, and the Council’s Contract Standing Orders.

10. To ensure effective contract management of all contracts, maintaining control and working effectively with service providers and partners to undertake joint planning of service delivery.

11. To be an advocate on behalf of residents taking their experiences seriously, and recognising how better services which have a strong resident focus can reduce costs to the Council, whilst delivering the required outcomes.

12. To identify and deliver other asset management and development opportunities including alternative land use, etc. and work with services across the Council to determine the right approach in these areas.

13. To ensure that the highest standards are adhered to in terms of health and safety, fire safety and wider compliance areas.

Resident and stakeholder engagement

14. To work with the Head of Community Development and Partnerships to shape the strategic direction of resident engagement for Lancaster West, Bramley House, and the former residents of Grenfell Tower and Walk.
15. to develop effective working relationships with residents and key stakeholders, including statutory and non-statutory agencies. Put in place arrangements to support joint planning, monitoring and delivery of projects in partnership with residents.

16. Co-design Lancaster West’s refurbishment and service improvement with residents, sensitively and collaboratively.

17. To ensure resident engagement promotes inclusiveness, diversity and accessibility in engaging and involving residents, and promotes all services putting customers at the heart of what we do.

18. To work with key stakeholders, local residents and the voluntary sector to improve service quality and promote creative and innovative ways of tackling local problems, ensuring services are developed which meet the needs of our community and are accessible to all users.

19. To provide professional advice to Councillors and other officers on relevant areas of service delivery, ensuring compliance with the Council’s standing orders.

**Financial management, policy and governance**

20. be accountable for and manage key programme and project budgets ensuring that they are effectively controlled within the approved cash limits. Ensure that all services delivered or procured represent good value for money. To have a high degree of commercial acumen to protect the public purse.

21. to plan, develop and implement strategic and operational plans to meet political and budgeting requirements and strategic outcomes and do so within agreed budgets and timescales. Ensure there are sufficient financial, human and other resources to discharge the authority’s statutory functions and commitment to residents.

22. To prepare reports on relevant matters and, if appropriate, present them to Council Committees, consultative forums, etc. as required, to explain and consult on new Council policies, and obtain authority to progress schemes and programmes.

23. To manage the revenue and capital budgets and contribute to the HRA business planning process.

**Community development and communication**

24. To work with the Head of Community Development and Partnerships to put in place clear and effective arrangements and communication channels for engaging with the wider community and meeting employment, education and health objectives, ensuring residents are involved in the planning and
development of proposals.

25. To work with resident associations and other stakeholders to develop improvement plans that meet the wider needs of residents and be responsible for their delivery.

26. To work with other support agencies, case workers, education, youth groups, Police and LFB to develop services that will help to support and improve the lives of the residents living in Lancaster West Neighbourhood Area.

27. To work as part of multi-disciplinary project teams and encourage the concept of both internal and external partnership working to deliver community services required to support the resident, social and economic issues created by the Grenfell tragedy.

**Customer experience and service improvement**

28. To work with the Head of Customer Experience to co-ordinate service delivery and ensure seamless service provision across a range of front line services including housing management, repairs, estate management, capital development and social engagement.

29. Develop and deliver the structure and culture to ensure residents receive a seamless service that meets their expectations and consistent service standards. Show strong customer focus, especially in the particular circumstances of the Grenfell tragedy, demonstrating sensitivity to local issues.

30. Ensure managers and officers provide a modern, efficient, customer focussed housing service that is more widely and imaginatively involved in supporting and resolving the diverse issues of the Lancaster West Neighbourhood Area, and former residents of Grenfell Tower and Walk.

31. To deliver and embed robust and comprehensive business processes and performance management systems to sustain continuous improvement across the service.

32. Fostering a learning organisation by bringing best practice to the organisation from across sectors and encouraging a culture of openness, mutual support and autonomy.

33. Providing reports, guidance and support to senior managers, Elected Members to help them translate their political priorities into initiatives that deliver the intended outcomes for residents.

34. To be accountable for the quality of the services supplied by their area of responsibility and for improvements in quality and efficiency of operations. Oversee arrangements to procure, supervise and monitor services provided under contract. Determine risk levels and ensure processes in place to manage
risks to meet service objectives.

35. To contribute to the development of policy to improve delivery of appropriate services in line with statutory changes and Council policies.

Tenancy Management, ASB & Rent Income Collection

36. To work with the Head of Grenfell Housing Services and Head of Housing Services (Lancaster West) to deliver high quality tenancy management, income collection, ASB, parking and garage management.

37. To deliver excellent customer focused front line services that are accessible to all, contribute to the aim of first point resolution and meet the organisation’s service standards.

38. Work with housing associations and local authorities housing survivors and bereaved, to ensure that the highest level of housing services is provided in line with the expectations and commitments made.

39. To use customer involvement and feedback, reflecting the diverse needs of the organisation’s customers, to meet residents’ aspirations and priorities.

40. To organise debt and benefit advice and financial assistance where necessary for tenants, contributing to the promotion of financial inclusion.

General management and leadership duties

41. Network outside the Council, to influence decision making across the public, private and third sector.

42. To be responsible for implementing Council’s statutory and policy duties in relation to the management of temporary and secure housing.

43. To take on any other duties commensurate with the seniority of the post, as delegated by the Neighbourhood Director.

44. To be responsible for the overarching profit and loss performance of Lancaster West’s portfolio of social and temporary housing.

45. Demonstrate and ensure high standards of probity and compliance with Council policy, standing orders and the law.

46. Promote equality of opportunity and the recognition of diversity in the delivery of services and in employment practices and oppose, and where possible eradicate, all forms of discrimination, making a positive contribution to managing diversity, both as an employer and service provider.

47. Participate in the Council’s emergency planning and responses to emergency
48. Support organisational change ensuring that the appropriate systems of performance and development, communications, equality measures, monitoring and review are in place.

49. Participate in the Council’s emergency planning and responses to emergency situations.

50. To be a senior liaison officer with elected members and senior Council officers to ensure efficient progress of the services delivered in the Lancaster West Neighbourhood Area.

DIMENSIONS:

Quote figures which give a picture of the job as follows:
(a) Annual budgetary amounts with which the job is either directly or indirectly concerned

The role will support the Neighbourhood Director in managing approx. £57.9m capital and £3.5m per annum revenue budget, including a staff budget of £1.5m. Rent roll of £4m per annum

(b) Any other statistics relating to the work

795 properties managed on the Lancaster West Estate. 47 properties in additions in Bramley House and Bramley Road.

120 households are to be managed, which are homes to the survivors and bereaved households, who are former residents of Grenfell Tower and Walk.

I agree to the above job description

Post Holder
Date

Director
Date

SELECTION CRITERIA/PERSON SPECIFICATION

| Job Title: | Assistant Neighbourhood Director (Lancaster West and Grenfell Housing Services) |
| Conditions to Note: | |
Candidates:
When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:
The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours
The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

<table>
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<tr>
<th>A</th>
<th>Equal Opportunities</th>
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<tr>
<td></td>
<td>Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, customer care and service delivery, and the ability to implement these policies in the workplace.</td>
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<tr>
<th>B</th>
<th>Qualifications</th>
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<tbody>
<tr>
<td>Essential:</td>
<td>Educated to degree level or equivalent, or extensive experience across full range of services</td>
</tr>
<tr>
<td>Desirable:</td>
<td>A professional qualification in the field of activity or equivalent substantial experience at a senior level, and a track record of commitment to continuous professional development</td>
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<tr>
<th>C</th>
<th>Skills, experience and ability</th>
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<tr>
<td>Essential:</td>
<td>Experience of managing relevant services at a senior level.</td>
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<td>Experience and ability to work with community activists and elected representatives (resident leaders, councillors and Ministers of State).</td>
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<td>Significant evidence of transforming and leading managing effective customer-driven services, in line with strategic objectives</td>
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<td>Experience of effective financial and general performance management, and budgetary planning.</td>
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<td>Knowledge of housing legislation and practice, including rent collection and welfare reform</td>
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<td></td>
<td>Evidence of working on own initiative within defined guidelines to achieve strategic objectives.</td>
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• Understanding and knowledge of contracts, contract procurement methods, planning, commissioning, delivering and monitoring of maintenance and improvement programmes.
• Knowledge, experience and understanding of the impact of day to day repairs and planned improvements on leaseholders, and the service charging process.
• Experience of working in partnership with internal and external stakeholders to deliver improved services and performance.
• Experience of developing and delivering transformation and change through user engagement or co-design
• Leadership skills demonstrated by a proven ability to inspire others, establish a shared vision and motivate people to work together to achieve shared objectives.
• Ability to think strategically and to anticipate and plan for organisational and industry change.
• Good commercial instincts and networking skills and commitment to representing RBKC with professionalism and integrity at a local and national level.
• Excellent written and verbal communication skills, effective presentation skills, and ability to present to various stakeholder groups.

Our Values & Behaviours

D

PUTTING COMMUNITIES FIRST

• We put local people at the heart of decision making in everything we do.
• We seek to include and involve: all voices matter.
• We provide quality services that are responsive, effective and efficient.

The following examples are indicators of effective behaviour:

- I actively involve and include the communities that I serve in my work.
- I shall reflect the views of the communities in my daily work.
- I shall improve the service I provide through seeking feedback from others.

Our residents will feel that:

• I have been included
• I can see how my views have been taken into account
• I can see improvements and developments based on my input

E

RESPECT

• We listen to everyone and value the personal experiences of people in our communities and of each other.
• We adopt a fair, and involving approach regardless of any way in which an individual is different to us.

The following examples are indicators of effective behaviour:

- I adapt my approach to take account of all differences and cultures in the community and with colleagues.
- I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves.
- I communicate in a way that is respectful, encourages involvement and meets people’s needs.

Our residents will feel that:

• I feel my culture and background are respected.
• I have confidence that action is being taken.
• I feel I am being treated fairly.

F

**INTEGRITY**

- We act with openness, honesty, compassion, responsibility and humility.
- We let people know what we are doing and communicate why and how decisions have been made.

The following examples are indicators of effective behaviour:

- I demonstrate empathy in my interactions with others.
- I am honest and transparent about the decisions I take.
- I follow through on the actions I say I will take and take ownership for communicating the outcome.

Our residents will feel that:

- I am told when something is not possible and the reasons why are explained to me.
- I feel my perspective is listened to and understood.
- I feel my views are valued.

G

**WORKING TOGETHER**

- We work together and in partnership with everyone that has an impact on the lives of our residents.
- We want to understand, learn from each other and continually adapt.

The following examples are indicators of effective behaviour:

- I work with others to provide an effective service for residents, local communities and other departments within the Council.
- I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.
- I seek out opportunities to learn from my colleagues and build on good practice.

Our residents will feel that:

- I can get my issue resolved without being passed around departments.
- I find it easy to access the services that I need.
- I feel the Council is open to new ideas.