



## **Generic**

- To participate in the corporate management of the Authority and to contribute to the preparation of both short and medium term plans for the Authority in close co-operation with others as required.
- To evaluate the performance of the Department against stated objectives, developing performance measures and ensuring feedback to staff on the department's performance in meeting targets and objectives.
- To ensure the development of a departmental organisational structure that meets changing service needs. To promote sound departmental management practices and to be responsible for the effective recruitment and retention, motivation and development of staff within in effective industrial relations climate.
- To ensure the development of effective working relationships between the department and others across the Council. To lead, and participate actively in inter-departmental working groups, as required.

## **Specifics**

- To provide accurate and timely advice to the Council, its committees, elected members, the Chief Executive and Directors, on developments and trends in the areas of Adult Social Care Services and Education; Libraries & Heritage and Housing and all matters relating to the strategic planning of those services and their resourcing.
- To develop, implement and evaluate policies and programmes for cost-effective, high-quality Adult Social Care and Education; Libraries & Heritage and Housing services which accord with the Council's policy objectives and meet both statutory and local needs.
- To ensure the development, monitoring and management of both capital and revenue budgets for Community and Housing services, maximising partnership arrangement, external funding opportunities and income generation as appropriate.
- To ensure that services are developed in close consultation with local health authorities and other agencies and that the local community and special interest groups are consulted on service and policy development. To promote public understanding of the Council's policies in order to facilitate their effective implementation and wider credibility.
- To represent the Authority to external agencies such as Government Departments, Local Authority Associations, the Housing Corporation & Housing Associations, Health Authorities and Hospital Trusts, Service users, elected members, professional associations, private sector

developers, etc and to develop effective relationships to advance the Council's community service objectives.

- To ensure the effective implementation of the Council's Equal Opportunity and Health and Safety policies in all aspects of the Department's work.
  - To act as nominated deputy in the absence of the Chief Executive and to undertake any other duties as directed by the Chief Executive.
3. The duties, roles and responsibilities of the post and the methods of working may be amended from time to time by the Chief Executive.



**LONDON BOROUGH OF MERTON**  
**COMMUNITY & HOUSING DEPARTMENT**  
**PERSON SPECIFICATION**

**POST TITLE: DIRECTOR OF COMMUNITY & HOUSING**  
**Grade: Director's Grade** **Date: 24 January 2017**

**1. Knowledge**

- Educated to degree level and/or full relevant professional qualification, with evidence of continuous professional development.
- An understanding of the legislative framework governing the work of the department. Understanding of the current issues facing the provision of social services and housing/education services impacting on service delivery within an urban, multi cultural environment.
- A clear understanding of the workings of local government and the wider environment in which it operates.

**2. Skills**

- Ability to demonstrate a clear vision of the future for Local Authority environment and regeneration services and the challenges facing those services in the short and medium term.
- Well developed analytical skills and proven ability of setting/achieving strategic objectives through performance management and of evaluating and achieving service quality.
- Ability to communicate effectively, negotiate and network through highly developed written, oral and presentation skills.

- Ability to develop innovative solutions whilst maintaining continuity of services through setting of clear goals/targets.
- Ability to lead, motivate and enthuse individuals and teams within a rapidly changing environment.
- Ability to work effectively within a political environment and to manage the member/officer interface.
- Commitment and ability to implement the Council's Equal Opportunities policies in employment and services.
- Commitment to working in partnership with a wide range of bodies both internally and externally.

### **3. Experience/Training**

- Significant senior management experience in the provision of social services and experience of housing and/or educational services for adults within a multi-racial urban community. Experience of participation at senior management level in the corporate affairs and decision making of a large complex organisation.
- A successful track record and background of consistent achievement at senior management level (second tier or above) in a local authority or other large complex organisation.
- Evidence of involving communities, users and carers in service development and the evaluation of service quality.
- Experience of managing, motivating and developing a multi-disciplinary workforce and harnessing the talents of employees at all levels.
- Experience of successfully leading management of change within a service setting.
- Experience of working in co-operation and partnership with a wide range of internal and external bodies including statutory agencies/organisations.
- Experience of having successfully managed substantial budgets through rigorous control procedures, as well as delivering budget options within a corporate framework.
- Experience of establishing and implementing business planning processes and performance management systems to ensure appropriate and cost effective service delivery.

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