

**Manchester City Council
Role Profile**

**Director of Housing, SS4
Housing Services, Neighbourhoods Directorate**

Reports to: Strategic Director Neighbourhoods

Band SS4 (Deputy Director)

Role portfolio

Overall purpose of the role

The Director is required to provide strategic leadership to and oversight of the delivery of Housing services and landlord functions. This includes directly managed properties, the Private Finance Initiatives, support and high level direction for Tenant Management Organisations and performance management.

This includes responsibility for strategic planning, statutory compliance, service improvement and partnership working to ensure housing supply meets demand across Manchester.

The roleholder will have responsibility for the Housing Revenue Account, including ensuring that expenditure is within income.

The roleholder will lead on the development and delivery of the vision for Housing services, ensuring that the evolving regulatory environment and associated cost pressures are within the Housing Revenue Account sustainability plan. The vision, A Place Called Home, sets out to establish and deliver a resident-led housing service for residents that live in our homes and communities. The three priorities are:

1. Resident led services, putting you at the heart of everything we do
2. High-quality housing services and home improvements for warm, secure, sustainable homes
3. Welcoming, safe and vibrant neighbourhoods

Manchester City Council is on a journey to achieve a C1 grading from the Regulator of Social Housing and is currently sat at C2. The next steps will be for the Director to lead the work corporately to accelerate efforts to reduce the number of non-decent home and ensuring all properties meet statutory standards.

Role context

The housing teams support the delivery and management of the housing delivery functions. This includes the lead responsibility for the following tasks:

- Estate and tenancy management
- Addressing community safety and Anti-social behaviour
- Repairs and Maintenance management
- Asset management
- Rents and income

- Welfare reform and income maximisation
- Customer access and service
- Resident engagement
- Tenancy support and sustainment
- Building safety
- Estates services
- Housing performance and satisfaction

The roleholder will be responsible for implementing, embedding and ensuring compliance with relevant legislation and related reforms, including the Social Housing (Regulation) Act 2023, Awaab's Law and fire and building safety regulations.

Key responsibilities

The role will have varied strategic responsibilities, including but not limited to:

- Provide strategic leadership for MCC's Housing Service comprising c250 staff (increasing to c400 following the in-sourcing of some of the Repairs and Maintenance functions in April 2027).
- Lead and develop a high-performing, values-driven housing workforce.
- The role holder will be responsible for the strategic management of the Housing Revenue budget; Ensure strong financial governance, long-term business planning, and effective management of financial risks.
- Build strong strategic partnerships with internal colleagues, stakeholders and partner agencies – specifically GMFRS.
- Lead on the delivery of the refreshed A Place called Home Strategy in conjunction with the Executive Member and senior management team
- Work closely with the Homelessness senior management team to ensure sufficient options of housing to meet the requirements of citizens
- Ensure the appropriate management of contracts and contractors through the service delivery teams to be able to appropriately challenge suppliers and contractors; ensuring effective delivery and value for money services for the Council

Key Role Descriptors:

This role is a senior strategic management post within Manchester City Council providing strategic leadership to a service or group of services. The role holder will drive the delivery of organisational priorities through dynamic and effective leadership.

Deliver sustained improvements to the quality and efficiency of services to provide the best outcomes possible for Manchester's residents and partners to ensure that the city plays a full part in national, regional and sub regional activities.

Shows passion for Manchester throughout their work and in their behaviour, championing Manchester in everything they do.

The role holder will drive coordinated working and strategic thinking with partner organisations and on a national level to ensure that Manchester delivers our key political, organisational and strategic priorities.

Provide direct support to the Corporate Management Team, elected Members, Committees, and other stakeholders on matters relating to their service area. Act as deputy to the relevant Strategic Director.

Accountable officer for the relevant statutory area ensuring regulations are upheld to safeguard the organisation and the population of Manchester.

Foster commitment, talent and fresh thinking, challenging yourself and others and take responsibility for their own development and promoting continuous learning to enhance the professional development of employees.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Behaviours, skills, and technical requirements

Our Manchester Behaviours

- We work together and trust each other
- We're proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and aren't afraid to try new things.
- We show that we value our differences and treat people fairly

Generic Skills

- **Communication Skills:** Speaks fluently and writes articulately, expresses opinions, information and key points of an argument clearly, makes presentations and undertakes public speaking with skill and confidence; responds quickly to the needs of an audience and to their reactions and feedback; projects credibility.
- **Analytical Skills:** Effectively handle and process data and information from many sources including local, regional and national sources in a systematic and logical way.
- **Planning & Organising Skills:** Business planning skills with ability to manage change and make long term plans which impacts on the whole service, the wider Council, and the community.
- **Problem Solving & Decision Making Skills:** Ability to react to immediate problems of a highly complex nature with associated risk factors and deliver pragmatic solutions sometimes under extreme pressure.
- **Strategic Thinking Skills:** Demonstrates a high level of political awareness and links strategies for continuous improvement with the drive to achieve national, corporate and departmental standards and goals.
- **Financial Management Skills:** Strategic awareness of the financial structure of the Council and the implications of decisions on the delivery of value for money for tax payers.
- **People Management Skills:** Has ability to secure and direct resources for a wide area with diverse staff with clear risks attached to decisions. Ability to define and articulate a strong sense of purpose and engender commitment across individuals and groups to a set of shared objectives.

Technical requirements (Role Specific)

- Extensive experience of working within housing and understanding of housing services
- Extensive experience in leading and managing complex multi disciplinary teams

Understanding of legislation and case law in relation to housing and statutory responsibilities, including how to interpret this and apply to cases
In depth understanding of public services with relevant qualification at Masters level or equivalent experience within the field

- Hold or willingness to work towards Competence and Conduct Standard, Level 5 (unless already hold equivalent qualification)
- The role requires a combination of key technical knowledge and experience of working within the political environment with both local members and the Executive as well as influencing both GM and national government
- Experience of working across the whole Council and beyond, collaborating with stakeholders in order to deliver the service priorities