

RECRUITMENT:

HEAD OF  
HOUSING AND COMMUNITY



## A message from the CHIEF EXECUTIVE & CORPORATE DIRECTOR



Thank you for your interest in joining Braintree District Council.

This is an exciting time to work for this council as we come out of the pandemic and put plans in place to help our communities to recover. Local Councils have played a valuable role throughout the last 18 months and as we learn to live with

Covid-19 we want to ensure we continue to make a positive difference to our residents and businesses.

Covid 19 has brought about many changes transforming people's attitudes, behaviour and aspirations and for many what happens in their local area matters more now than it ever did. This means that the role councils play will have greater significance.

We want to support people so they can be the best they can be in employment, health, wellbeing and quality of life. And we want to work with communities to support neighbourhoods which connect to each other and services.

We're a forward-thinking council and are rightly proud of our reputation for delivering and we often go above and beyond what is expected of a District Council. We're looking for individuals to help us to continue to improve and serve our residents in the most effective way.

**Andy Wright,**  
Chief Executive



The Environment Service and Housing & Communities Service have both played a critical role in dealing with the COVID-19 pandemic and here at Braintree we are lucky to have experienced dedicated teams in both of these service areas.

A key priority for us will be delivering the Climate Change Strategy and action

plan. As the district continues to grow and expand, we are focused on ensuring that this growth is sustainable, as well as providing a safe and healthy place to live and work, by developing our green economy, harnessing our green spaces and ensuring we can provide sustainable and affordable housing for residents.

We have a strong track record of leading on the health agenda with our Livewell Strategy and this is more important than ever as we come out of the pandemic to support our residents to make positive lifestyle choices to aid their physical and mental health with a focus on prevention and early intervention.

This is a fantastic opportunity to join us here at Braintree and we look forward to receiving your application.

**Cherie Root,**  
Corporate Director





# BRAINTREE DISTRICT

Braintree District is situated in the North of Essex. We cover some 61,168 Hectares (236 square miles) of largely rural land. We are one of England's largest Districts with three growing towns (Braintree, Witham and Halstead) surrounded by rural areas. The population of the District is currently around 150,000 (2015). Braintree has good transport links, including the A12, A120, a railway branch line that diverges from the Great Eastern Main line at Witham and runs north west to Braintree. The route is 10.3km (6 miles) in length and there are five stations, including the two termini and is classified as a London and SouthEast commuter line

The District has a strong locational advantage between Stansted Airport and the Haven Ports; high quality employment sites at affordable prices; a track record of investment successful growing and expanding businesses and strong business start-up rates. We are already investing in growth through key infrastructure projects such as a new Enterprise Centre; relieving congestion through strategic road and rail improvements; and investing in superfast broadband roll-out.







## WORKING FOR US

Braintree Council is a great place to work. We pride ourselves on our creative, innovative and forward thinking approach that is led by our people. We are committed to having an engaged workforce who understand our strategy and how they can help deliver it. Here are some of the benefits of working for the Council:

- Flexible working opportunities to enable employees to balance their home and work life e.g. part-time working, condensed hours and hybrid working.
- Flexible Working Scheme
- Local Government Pension Scheme Defined Benefit Scheme – Career Average Revalued Earnings (CARE)
- Relocation Scheme
- CareerPath, the Council's approach to talent management and succession planning. A people management tool that enables us to attract, develop, engage and retain employees who will successfully deliver the Council's plans and services.
- Payment of Professional Fees
- Learning and Development Opportunities are provided to support employee development.
- Free Car Parking is available at the office or within the town centre for all employees.
- Employee Recognition Schemes including Employee of the Month Award.
- Pleasant Spacious Offices located close to the town centre with public gardens and parks opposite.
- Health and Wellbeing Programme that is supported by Employee Champions.
- Staff Discounts which employees can take advantage of including gym membership and through a number of local businesses.
- Employee Assistance Programme providing advice, assistance, discounts and access to free counselling services



# ROLE PROFILE:

## Head of Housing & Community

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### Salary/Grade

SMG4 - £64,674 - £71,106 per annum

### Service

Housing and Community

### Responsible to

Corporate Director

## RESPONSIBLE FOR:

Housing Services, Community Services,  
Health and Wellbeing, Leisure Services,  
Community Safety and Safeguarding



## JOB PURPOSE:

To lead, develop and deliver the Council's Housing and Community Services

To build and maintain successful internal and external partnerships to enable the effective delivery of services.

To provide clear, visible and motivational leadership across the Housing and Community Service, where our people are valued and encouraged to contribute to the development of service improvements.

To role model and lead a culture which is positive and forward thinking, responsive to change, performance driven and customer focused.

To advise the Council, Cabinet and Corporate Management Team on all matters within the portfolio.





# PRINCIPAL ACCOUNTABILITIES:

1. To lead and develop the Council's Housing and Community Services in terms of strategy and management responsibility, ensuring the provision of high quality, customer focused services that meet the needs of the district.
2. To lead the development of strategy and policy in relation to service areas and ensure that the organisation responds to relevant changes in legislation.
3. To be responsible for effectively developing, implementing and monitoring the Annual Plan and budgets for the Housing and Community Service. This includes contributing to the achievement of the Council's strategic priorities, ensuring the service meets agreed objectives and improvements and exercising effective financial control.
4. To be responsible for ensuring the Council delivers against statutory responsibilities and ensure compliance with relevant legislative requirements, national policy, professional and organisational frameworks.
5. Develop and sustain effective partnerships between the Council, local communities, stakeholders for the Service and other agencies, providing appropriate operational support in order to achieve outcomes that contribute to delivery of the Council's objectives.
6. To be responsible for and provide leadership, guidance and support, including setting targets, monitoring performance and standards for managers and teams within the Service.
7. To provide advice to Management Board, CMT, elected Members, other Services and members of the public on all aspects of Housing and Community Services.
8. To prepare and present reports to senior managers, members, partnerships, government agencies and to represent the Council internally and externally, as required.
9. To be responsible for the Council's Strategic and Operational Housing responsibilities, including management of the Housing Register, Housing Options and Strategic Housing teams.
10. To develop and maintain effective partnerships to ensure the successful delivery of affordable housing to meet the needs of the district, including specifically but not solely with Eastlight Community Housing.
11. To develop and maintain key partnerships required to support the delivery of Community objectives, including the Community Safety Partnership, Citizens Advice and Community & Voluntary Sector organisations.
12. To lead the provision of the Community Transport Service, with the support of the Community Services Manager.
13. To develop and lead the Health and Wellbeing Partnership, ensuring delivery of partnership objectives.
14. To be responsible for the successful management of the Leisure Services Contract and policy and strategy in relation to leisure services.
15. To be responsible for the overall management of the Cultural and Heritage service, including the management of the Funding and Management Agreement with Braintree District Museum Trust.
16. To act as the Deputy Safeguarding Lead and the Equalities Lead for the Council.
17. Lead the development of a commercial culture across the Housing and Community Service within the ethos and environment of the public sector.

# CORPORATE ACCOUNTABILITIES

- To take responsibility for maintaining own health and attendance.
- To support, contribute and comply with quality and governance procedures as directed by management.
- To apply and actively promote the principles of the Council's Equal Opportunities Policy in all areas of employment and service delivery.
- Any other associated duties detailed by Director or his representative.
- To advise Line manager if, at any time, the above duties and responsibilities cannot be performed.
- Any other duties as required to support the business, including maintaining business continuity and during civil emergencies.
- To apply and actively promote the principles of the Council's Safeguarding Procedure in all areas of employment and service delivery.



# SKILLS, KNOWLEDGE AND EXPERIENCE

## Experience and Qualifications

- Degree qualification in a relevant discipline or equivalent Housing qualification.
- Membership of Chartered Institute of Housing
- Experience of operating at a senior level in the Housing field
- Experience of successfully managing a range of services, including Housing and Community Services in a District Council environment
- Experience of writing, developing and implementing policies and strategies
- Experience of translating regulatory requirements into technical policy and ensuring that this is effectively implemented
- A proven track record of delivery of Programme/Project management - managing major and complex projects
- Experience of commissioning and managing major contracts.
- Strong track record of providing customer service excellence to both internal and external customers.
- Experience of working with elected members
- Experience of close partnership working
- Experience of implementing service improvements and change

## Skills and Knowledge

- High level leadership and management skills
- People Management skills – Line management and supervision of staff
- Local government finance and budget preparation
- Programme/Project management skills
- Experience of managing reactive and proactive teams to deliver operational and strategic objectives
- Knowledge and understanding of all areas of the service
- Excellent communication and influencing skills.
- Ability to provide structured plans and set clear objectives that implement strategy and drive delivery
- Ability to express complex technical information to a wide range of audiences in a straightforward, concise and accurate way
- Highly organised and ability to drive progress across multiple projects in an agile way whilst encouraging best practice in those areas
- Strong negotiation and influencing skills to bring partners and teams together and to deliver collective required outcomes
- Ability to analyse and evaluate information and situations
- Assess priorities, devise solutions and make sound decisions
- Think strategically, innovatively and proactively
- Ability to motivate staff at all levels
- Ability to work under pressure and meet tight deadlines

# COMPETENCIES

## Communicating Effectively

Demonstrate the effective use of the range of communication methods available: written, spoken, electronic, and use these methods in appropriate ways suitable to the context and situation.

- Ensure that all communications adhere to organisational and legislative requirements such as data protection, equalities, internal standards, etc.
- Communicate across all levels in your department, seeking to establish open working relationships with all levels of staff.
- Ensure that communications are open, transparent, appropriate and respectful, and that responses are treated in an objective and constructive manner.
- Ensure that communications of all types with external contacts uphold the values and reputation of BDC.
- Ensure that communication and dialogue is maintained on an on-going basis, especially at times of change.

## Performing efficiently and effectively

Promote good performance, developing clear, structured and efficient ways of managing workload and delivering results. Staff should challenge themselves and others to perform well, and to adhere to the Council's performance management systems.

- Ensure that all work done by you and your staff is in line with Corporate Strategy, Annual Plan and service plans and supports the overall aims and ambitions of the Council.
- Use a project management approach to the achievement of key objectives, targets and projects.
- Encourage the use of learning and development as a means of improving service and people performance.
- Understand the Council's strategy, priorities, services and markets.
- Understand the wider sector in which the Council operates, including the political, economic, commercial and regulatory factors affecting it.
- Work collaboratively to manage risk and maximise the benefits of opportunities.



## Using and managing resources efficiently and effectively

Demonstrate the effective and efficient use of the full range of resources used in and by the Council including time, finances, staffing, equipment, information, materials, buildings, etc.

- Ensure the efficient use of staff time and skills, deploying staff effectively and monitoring staff related budgets.
- Ensure the efficient use of accommodation, materials and equipment, to maximise cost effectiveness and efficiencies, while maintaining standards of health and safety and risk management.
- Ensure that systems of good housekeeping are in place for the management of equipment, accommodation, data etc. for yourself and your staff.
- Proactively monitor the use of budgets and other resources against objectives, targets and projects, ensuring timely interventions to prevent overspending or mismanagement.
- Demonstrate and encourage creative and innovative development and use of resources for the Council to maximise efficiencies while maintaining the effectiveness of services.

## Engaging with the customer

Understand the needs and requirements of their customers, to provide excellent customer service, and to involve customers in the improvement of services.

- Ensure that your staff work to customer service standards.
- Ensure that the design and development of services have been shaped by customer needs and expectations.
- Challenge services to consider innovative ways of involving the customer in the design and delivery of services.
- Be a role model of excellent internal and external customer service.
- Maintain a culture of continuous improvement.

## Working well together

Actively foster good working relationships with colleagues and customers in order to collectively achieve the Council's direction and ambition.

- Co-operate and work well with team members, peers, senior managers and external partners in the pursuit of goals and objectives.
- Establish and maintain constructive and open relationships across the range of people you work with, achieving positive outcomes and sharing feedback with others.
- Establish a culture of team work and co-operation for your staff encourage problem solving.

- Establish a climate of working together within your departments, and across boundaries, ensuring “joined-up thinking”.
- Foster political awareness and establish positive working relationships with members.

## Managing and developing people

Effectively manage and develop staff in order to achieve the Council's objectives, improve performance and job satisfaction, and to develop the workforce of the future.

- Use a structured approach to agree clear objectives and monitor progress in a positive way.
- Provide appropriate development inputs for all staff, and evaluate outcomes of learning activity.
- take action to resolve performance issues speedily and effectively, and within policy guidelines
- Develop self-awareness of own management style and seek to develop flexibility in order to be able to work effectively with a range of work styles.
- Create a culture of empowerment in which staff can excel, develop, and take ownership of their work and responsibilities.

## Providing Leadership

Establish and maintain personal credibility as a modern leader in local government.

- Lead by positive example and be visible in doing so.
- Provide all staff with a clear sense of vision and direction.
- Enable the achievement of strategic goals across the organisation, with a joined up, and collective approach, being aware of impacts of own targets, objectives and projects on the rest of the organisation.
- Understand and use effective change management techniques including the need for timely and honest communications through a variety of media.
- Have presence, influence and impact at a high level



# OTHER CONDITIONS

**Does this post require a DBS check:** Yes & Police Vetting

**Is this a politically restricted Post:** Yes

**Job profile updated:** July 2021



# VALUES AND BEHAVIOURS

Braintree District Council has developed values and behaviours that demonstrate and measure what we expect to see from our staff. They are integrated across the Council and are used as part of performance reviews, inductions procedures, the apprentice programme and all training interventions.

We call them PRIDE:

- P** - Perform well and get things done
- R** - Respect and value customers and staff
- I** - Improve and learn
- D** - Deliver that bit extra
- E** - Efficient and effective





P



## Perform

well and get things done

**Take responsibility** for your actions and be accountable  
**Be positive**, show enthusiasm and energy - it's infectious  
**Be flexible** and adaptable and get things done  
**Work well together** and be committed to what you do  
**Be innovative** and creative

PRIDE

R



## Respect

and value customers and staff

**Be open** and **honest**  
**Listen** and focus on customers' needs  
Be open-minded and **treat everyone fairly**  
**Work with partners** to deliver a seamless approach to customers

PRIDE

I



## Improve

and learn

**Create opportunities** for everyone to improve  
**Take ownership** for your own development  
**Share lessons learnt** and help colleagues  
**Welcome questions and challenges** to help us do things better

PRIDE



## Deliver

that bit extra

**Focus on solutions**, not problems  
**Be open to new ideas** and aim high  
Have a **'can do'** attitude  
**Be proud** of what we do

PRIDE

E



## Efficient

and effective

**Make the best use of the resources** available to you  
**Communicate clearly** with the right people at the right time  
**Respond promptly** to customers' requests  
**Be open to new ideas**  
Recognise and **act upon commercial opportunities**

PRIDE



## HOW TO APPLY

To apply for this opportunity, please email [humanresources@braintree.gov.uk](mailto:humanresources@braintree.gov.uk) with the following information:

- A covering letter which sets out how you meet the skills, knowledge and experience detailed in the job profile including your relevant evidence and achievements. This covering letter gives you the opportunity to explain your motivation for applying, as well as highlighting how your experience and achievements meet the requirements of the role.
- Your up to date CV including your full employment history and qualifications.