



## Role profile

<b>Job Title:</b>	Head of Supported Housing Regulation	<b>Grade:</b>	CB4
<b>Department:</b>	Environment & Community Protection	<b>Post no.:</b>	68506
<b>Directorate:</b>	Housing & Environment	<b>Location:</b>	Perceval House
<b>Role reports to:</b>	Assistant Director, Environment & Community Protection		
<b>Direct reports:</b>	Managers and team leaders in the service		
<b>Indirect reports:</b>	All staff in the service		

## Job description

### Purpose of role

- To provide strategic, operational and regulatory leadership for the Council's approach to supported housing, ensuring that accommodation and services within the borough are safe, high quality, well managed, and deliver genuine care, support and supervision to residents.
- To interpret emerging national policy, legislation and statutory guidance relating to supported housing, assessing implications for local regulatory and licensing arrangements, and ensuring the Council's Contract and commissioning, licensing and Housing Benefits function are fully prepared, resourced and operationally ready for implementation.
- To lead the development and delivery of the Council's Supported Housing Strategy and associated regulatory framework, including the implementation and operation of supported housing licensing schemes, enforcement of national supported housing standards, and action against poor quality or non-compliant provision.
- To be the Council's lead professional authority on supported housing regulation, working across housing, planning, adult social care, children's services, public health and housing benefit functions to ensure a coherent, evidence led and proportionate approach.

- A key focus of the role is to protect vulnerable residents, improve standards, prevent exploitation of the housing benefit system, and ensure that supported housing provision contributes positively to local communities and reduces reliance on out of borough placements.
- To provide expert advice to senior officers, Members and partners, represent the Council externally at a regional and national level, and contribute to corporate priorities.

### **Key accountabilities**

- To demonstrate inspirational and visible leadership whilst ensuring the effective management and development, performance, and motivation, of services and employees and nurturing an organisational and departmental culture and behaviours that support of the Council's priorities and values.
- To provide visible, inclusive and effective leadership for supported housing regulation, ensuring high professional standards, a strong culture of accountability, and a clear focus on outcomes for residents.
- To lead the development, publication and delivery of the Council's Supported Housing Strategy, including assessing current provision, identifying unmet and future need, and shaping the local supported housing market.
- To design, implement and operate the Council's supported housing regulatory and licensing framework, taking decisions in relation to supported housing licensing, regulatory determinations and enforcement action, including the authorisation of inspections, the issuing, variation, suspension or revocation of licences, and the use of statutory enforcement powers where required.
- To establish, implement and operate supported housing licensing and regulatory schemes, ensuring compliance with national legislation, statutory guidance and supported housing standards.
- To lead robust regulatory, inspection and enforcement activity to identify, challenge and take action against non compliant or rogue supported housing providers, including the use of formal enforcement powers where necessary.
- To develop and maintain effective governance, assurance, performance management and risk management arrangements for supported housing regulation, ensuring transparency, proportionality and defensible decision making.

- To ensure that statutory duties are met and that regulatory activity is lawful, proportionate and defensible including and delivered to agreed standards of quality, timeliness and impact, including the establishment of clear governance, performance management and assurance arrangements. This includes accountability for regulatory outcomes achieved through the service.
- To lead multi agency and cross council collaboration with Adult Social Care, Children's Services, Planning, Housing Needs, Housing Benefit, Public Health, Community Safety and external partners to align regulatory activity and commissioning intentions.
- To undertake meaningful engagement, consultation and co production with service users, carers, providers and communities to inform strategy, policy and service development.
- To oversee data collection, intelligence gathering and reporting arrangements relating to supported housing supply, demand, quality and compliance, including statutory or requested reporting to central government and other bodies.
- To identify, secure and manage internal and external funding streams relevant to supported housing regulation, ensuring value for money and alignment with wider council priorities.
- To develop external partnerships by working with local partners, local authorities West London Alliance, Greater London Authority, London Councils, government agencies and departments and professional and sector bodies to raise the council's profile and assist in the delivery of outcomes.
- To foster and develop internal cross-council collaboration, working relationships and better-connected services and partnerships, with senior officers, peers and specialist advisors whilst developing exemplary commercial contract partnerships with key contractors to provide seem-less services, drive continuous improvement and promote working as 'one council'.
- To act as the technical advisor to Cabinet, Strategic Directors and the Senior Leadership Team and deliver corporate, departmental, and service requirements, projects and initiatives as required including deputising for the Assistant Director as required.

- To support the council's Councillors and Cabinet (portfolio) members by providing, professional, technical, objective, and balanced advice in relation to this portfolio, ensuring the effective implementation of policy decisions, taking delegated decisions within the council's financial regulations, and enabling the effective scrutiny of services and decisions.
- To promote equality, diversity and inclusion in service delivery and employment, ensuring that supported housing regulation actively addresses disadvantage and protects vulnerable groups.

### **Key performance indicators**

- Improved outcomes and safeguarding for residents in supported housing including resident and customer satisfaction levels and stakeholder, partner and service user feedback
- Publication, implementation and periodic review of the Council's Supported Housing Strategy and associated delivery and action plans.
- Design, implementation and ongoing operation of supported housing licensing schemes, including licensing policies, procedures, conditions and public-facing guidance.
- Delivery of a structured programme of regulatory inspection, compliance and enforcement activity, including formal enforcement action where appropriate.
- Measurable improvement in compliance with supported housing standards and reduction in poor quality or non-compliant provision within the borough.
- Production of statutory, corporate and government-requested returns, reports and datasets relating to supported housing regulation, quality and compliance.
- Establishment and maintenance of robust data, intelligence and performance reporting arrangements to support regulatory decision-making and assurance.
- Delivery of effective multi-agency regulatory coordination arrangements across Housing, Adult Social Care, Children's Services, Planning, Housing Benefit and Public Health.

## **Key relationships (internal and external)**

- Residents, residents' groups, their advocates and voluntary and third sector organisations
- Chief Executive, Leader, Cabinet, Elected Members and Senior Leadership colleagues, Ealing Leadership Team
- Adult Social Care, Children's Services, Housing, Planning, Public Health, and Housing Benefit services
- Supported housing providers and representative bodies, suppliers and service delivery partners
- Health partners, care and support providers
- Central Government Departments, London Mayors Office, West London Alliance, GLA, neighbouring local authorities, London Councils, and government departments

## **Authority level**

### Policy:

- As set out in the Constitution and Scheme of Delegated Powers.
- Authority to develop, implement and review supported housing regulatory policy, strategies and frameworks, subject to Chief Executive, Strategic Leadership team and Member approval as appropriate.
- For providing professional advice to Chief Executive, corporate board, and cabinet with relevant legal, financial, and other key implications.
- For delivery of goals, objectives, and targets with the Council's Corporate Plan

### People:

- Leadership and management of supported housing regulation services and staff.
- Full responsibility for recruitment, performance management, development, disciplinary and grievance matters within the service.

### Financial:

- Responsibility for supported housing regulation budgets, funding streams and associated commissioning or enforcement expenditure, in line with financial regulations.

## Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

### Essential knowledge, skills and abilities

1. Ability to initiate, develop and implement effective strategies to address complex departmental and operational issues within the remit of this role.
2. In-depth knowledge of the supported housing sector, the Supported Housing (Regulatory Oversight) Act 2023 and other relevant legislation, statutory guidance and national supported housing standards.
3. Proven ability to develop and deliver strategies and regulatory frameworks in complex, multi-agency environments.
4. Strong regulatory, enforcement and risk management capability, including proportionate decision-making and use of statutory powers.
5. Excellent leadership, influencing and partnership-working skills, with the ability to build shared purpose across directorates and organisations.
6. Highly developed analytical and problem-solving skills, including the use of data and intelligence to inform decisions.
7. Excellent written and verbal communication skills, including the ability to prepare clear, concise reports, strategies and business cases and to advise Members and senior officers.
8. Ability to operate effectively in a political environment with sound judgement and professional integrity.
9. Proven ability to work across functional, professional, and organisational boundaries including the management and operational leadership of multi-disciplinary teams under the remit of this role.
10. Credible and visible leadership skills capable of establishing high levels of trust, shared purpose, and motivation among internal and external stakeholders to influence and persuade, to foster collaboration and achieve results through others.

11. Excellent communication skills, with the proven ability to present to a diverse range of internal and external audiences using a variety of media and approaches.
12. Ability to contribute to and maintain a highly supportive and motivational organisational culture of high performance and customer service excellence.

### **Essential qualification(s) and experience**

1. A technical qualification and substantial experience and knowledge of the services within the remit of this role.
2. Substantial experience of working within or alongside the supported housing sector in a regulatory, commissioning, housing or related role.
3. Substantial experience of working with residents, residents' groups and their advocates in the supported housing sector in a regulatory, commissioning, housing or related role.
4. Demonstrable experience of leading service improvement, change or regulatory activity at a senior level within a complex organisation.
5. A track record of sustained improvement in relation to the services in an organisation of comparable scope and complexity.
6. Experience of working in a political environment, of developing effective and productive working relationships coupled with sound political acumen.
7. Proven experience of leading, managing and developing high performing teams.
8. Significant experience of resource management and business analytical skills, including budget management.
9. A proven track record of success in championing equality, diversity and inclusion and furthering equalities objectives.
10. Technical education qualification to Degree Level or equivalent with evidence of continual professional development, leadership or management qualification e.g., ILM level 7 in Strategic Leadership and membership of an appropriate professional body.

## Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> <li>• Is passionate about making Ealing a better place</li> <li>• Can see and appreciate things from a resident point of view</li> <li>• Understands what people want and need</li> <li>• Encourages change to tackle underlying causes or issues</li> </ul>	<ul style="list-style-type: none"> <li>• Does what they say they will do on time</li> <li>• Is open and honest</li> <li>• Treats all people fairly</li> </ul>	<ul style="list-style-type: none"> <li>• Ambitious and confident in leading partnerships</li> <li>• Offers to share knowledge and ideas</li> <li>• Challenges constructively and respectfully listens to feedback</li> <li>• Overcomes barriers to develop our outcomes for residents</li> </ul>	<ul style="list-style-type: none"> <li>• Tries out ways to do things better, faster and for less cost</li> <li>• Brings in ideas from outside to improve performance</li> <li>• Takes calculated risks to improve outcomes</li> <li>• Learns from mistakes and failures</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages all stakeholders to participate in decision making</li> <li>• Makes things happen</li> <li>• Acts on feedback to improve performance</li> <li>• Works to high standards</li> </ul>