



Strategic Housing Partnerships Officer

Reports to:	Sue Richards, Engagement & Partnership Manager Housing		
Department:	Strategic Housing Partnerships & Engagement	Grade:	PO2
DBS Status:	Not required	Politically restricted:	No

Job Purpose:

- To establish and invest strong partnerships with affordable housing providers in the borough so homes are well maintained and continue to deliver for Brent residents.
- Responsible for maintaining a database of registered providers (including for profit providers) and act as a key contact within the Council for these providers.
- maintain an update contact list in order to facilitate engagement between the Council and upcoming initiatives and RP's operating in the borough with a view to raise the profile of services available for residents in Brent.
- To manage contracts with two Tenant Management Organisations as well as two partnership contracts a Private Finance Initiative, Private Public Partnership.

Values

Collaborate proactively.
Lead inclusively.
Embrace change.
Be bold and curious.
Celebrate and share our success.

Overall Description

The Strategic Partnership Team for Housing manages and develops relationships between Brent, housing associations, Tenant Management Organisations and other external partners to deliver affordable housing, improve services, and achieve strategic goals. Playing a crucial role in shaping local housing policy, ensuring regulatory compliance, and driving community investment initiatives. Acting as a key contact for housing providers and developers to foster collaboration and secure investment. Monitoring contracts and partnership performance they also ensure they meet the needs of residents and align with Brent objectives.

Job specific roles and responsibilities

1. Manage and maintain the registered including contact information for all Registered Providers (RPs) operating within Brent on behalf of the Council as a whole.
2. Ensure information on initiatives being developed in the Borough aimed activity promoted to Social Housing Providers as well as capturing social impact of each Social Housing Provider within the borough against the Council's properties, specifically on the following topics:
 - a) Health

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- b) Employment
 - c) Education
 - d) Equality and Diversity
 - e) Climate change
3. Lead on focus groups with Social Housing Providers and residents to better understand the response to high priority topics within the social housing sector, this includes: Building Safety, Damp and Mould, Complaints Management, Net Zero Carbon.
 4. Draft and produce a monthly E-Newsletter) to all social housing providers within Brent on key updates from across the Council, this includes projects or changes to services they should be aware of.
 5. Co-ordinate quarterly meetings between Senior managers and the relevant Cabinet member within the Council and Senior Managers within the largest Social Housing Providers operating in Brent. This includes scheduling the meetings, publishing the agenda and taking accurate minutes.
 6. Act as the day-to-day contact for the smaller housing portfolios managed by the Affordable Housing and Partnerships service, these are: Kilburn Square Tenant Management Organisation, Watling Gardens Tenant Management Organisation
 7. Ensure the Tenant Management Organisations and the Council operate in line with the Modular Management Agreement and be the lead contact for submission of Performance information, Board Minutes and supporting the Housing Partnerships and Engagement Manager in the monthly management meetings by producing accurate minutes and actions.
 8. Day to day management of the following contracts: Private Finance Initiative and Private Public Partnership. This includes performance management, coordination of related invoicing, joint inspections as and when required and leading monthly meetings with the providers as well as organising the appropriate governance meetings e.g. annual updates for senior management.
 9. Be the day-to-day lead for any projects related to the Tenant Management Organisations and or contracts including audits.
 10. Have responsibility for agreeing actions and solutions across all contracts ensuring that decisions made are in the interest of the Council's priorities.
 11. Support financial management of budgets across all contracts, monitoring any payments, charges and how these feed into the overarching financial models or savings targets of the Council.
 12. Prepare the annual allowance and budget review for the Tenant Management Organisations ensuring budgets are reflective of costs within the Housing Revenue Account.
 13. Lead on gaining best value for money within the PFI, specifically benchmarking services to release efficiencies, insurance and maximising works under the life cycle programme.
 14. Be responsible for ensuring all Governance is being followed across the various contracts and maintain key documents such as risk registers, action trackers and financial monitoring.
 15. Support the service to prepare for inspections and audits carried out by Central Government or internal colleagues and lead on coordinating information sharing.
 16. Act as the day-to-day representative for any issues that arise in the portfolio and escalate where necessary, ensure that appropriate challenge is provided to all external partners with a view to drive up standards for Brent residents.
 17. Keep up to date with policy and legislative changes within the Social Housing sector to better understand what is expected of Social Housing Providers operating within the borough.
 18. Maintain an awareness of any upcoming opportunities, key messages, policy positions, best practice guidance or new powers announced by the Greater London Authority, Housing Ombudsman, Regulator for Social Housing and Department for Levelling Up, Housing and Communities and provide briefings and updates to relevant colleagues and managers.
 19. Support the delivery of events coordinated by the team including Social Housing Provider Surgeries, Allocation team meet ups and social housing resident panels.

20. Facilitate operational working groups e.g. South Kilburn Housing Management standards group be coordinating a terms of reference, regular meetings, managing action trackers to support delivery and provide updates to management on progress.
21. Safeguarding is everyone's responsibility, and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
22. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.
23. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.
24. Undertake any other duties commensurate with the general level of responsibility of this post

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Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

- Knowledge of the social housing sector including relevant policy and regulations
- Knowledge of best practice in engagement (both with stakeholders and residents)
- Knowledge of key organisations including the Housing Ombudsman, Regulator for Social Housing, Greater London Authority and Department for Levelling up, Housing and Communities, their roles and remits.

Experience

- Working effectively with stakeholders and partners and building positive cross sector relationships in support of key objectives
- Experience of building relationships with external stakeholders
- Experience of working with elected members
- Experience of producing accurate and engaging communications to partner organisations
- Experience of holding focus groups with partners or residents
- Experience of managing contracts, service level agreements and memorandums of understanding, ensuring there is thorough record keeping and governance in place

Skills and Abilities

- Ability to develop new and innovative solutions
- Excellent communication skills both written and verbal including the ability to negotiate with partners and produce a range of documents for a variety of stakeholders that represents the high standards and expectations of the Council
- Robust approach to managing agreements and contracts with external partners

- Ability to build positive working relationships with a range of stakeholders at all levels within an organisation
- Organisational skills to plan and prioritise to deliver results to time and within budget, managing risk and resolving barriers to success.
- Identify and encourage innovative solutions, support a “can do” culture and achieve results
- Able to build relationships with service areas across the Council to understand priorities and new initiatives

Budget Responsibility and Overall Headcount

none

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs