### GreaterLondonAuthority_grey_rgb

### Job Description

**Job title: Head of Housing Delivery and Compliance**

**Grade: 14**

**Post Number: GLA[XXXX]**

**Directorate: Housing and Land**

**Job purpose**

As a member of the GLA’s Housing & Land directorate’s senior management team, provide cross-directorate leadership of corporate projects, ensure delivery of land investment programmes including the Mayor’s Land Fund, co-ordination and support in developing and implementing new approaches to housing delivery and driving continuous improvement of existing processes across the GLA Group’s Housing functions.

Working closely with Local Government, external partners, other housing functions across the GLA Group and Government to refine the GLA’s housing offer and business model.

Contribute to the development of GLA housing policy and practice and provide support to the Executive Director in delivering GLA’s corporate objectives.

**Principal accountabilities**

1. Take a lead role in identifying new investment and partnering opportunities that will support teams across the directorate to deliver the Mayor’s Housing Priorities. Ensure effective leadership and management of appropriate staff and resources to undertake these activities and also convene and lead task and finish groups drawn from Housing and Land teams, other directorates and across the GLA Group’s housing functions as necessary.
2. Oversee the implementation of operational policy, new funding programmes and related processes including, but not limited to, funding contracts, the affordable housing capital funding guide, recycled capital grant fund recovery determinations, compliance audit within affordable housing programmes and investment partner qualification.
3. Develop and retain oversight of the risk assurance framework for the directorate’s recoverable housing investments, ensuring compliance with GLA corporate finance and governance requirements.
4. Oversee the production of best practice guidance to ensure a consistent approach to project and programme management is adopted across the directorate and that housing and land projects and programmes are reviewed at appropriate intervals to ensure continuous improvement.
5. Articulate and refine the vision for an interventionist approach to housing delivery by working closely with internal stakeholders to establish effective policies, processes, systems and tools to ensure it is successfully implemented.
6. Review internal governance and programme management arrangements and put forward ideas for creative, flexible and effective ways of working across and within teams to best support the work of the Directorate.
7. Contribute to the directorate’s learning and development strategy, ensuring that this is aligned to our new business objectives and take a lead role in the implementation of specific strands of work as necessary.
8. Develop and maintain effective relationships with senior level staff across the GLA Group and external partners including Central Government Departments to develop effective policies and processes to support the delivery of the Mayor’s Housing Programmes.
9. Prepare and present papers and reports, including for the Homes for Londoners board and the GLA’s Land Fund Investment Committee.
10. Represent the GLA to the highest professional standards at external events and forums;
11. Ensure that all statutory and organisational requirements for Health and Safety and Equality and Diversity are met or exceeded and appropriate risk assessments are completed.
12. Realise the benefits of London’s diversity by promoting and enabling equality of opportunities and promoting the diverse needs and aspirations of London’s communities
13. Support the Executive Director, the Deputy Mayor for Housing and Residential Development and other senior colleagues in the development and delivery of housing policy and practice.
14. Lead and demonstrate the GLA core values and play a full role within the senior management team.
15. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participate in cross-organisational groups and project teams

#### Dimensions

**Accountable to: Assistant Director for Housing**

**Accountable for: Housing Transactions, Operational Policy and Business Requirements teams.**

**Person specification**

**Technical requirements/experience/qualifications**

1. Evidence of significant senior level experience of delivering major housing and regeneration programmes
2. High level programme and project analysis, planning and risk management skills
3. A strong track record of linking analysis and innovation to the formulation and implementation of complex programmes..

**Behavioural competencies**

**Building and Managing Relationships**

… is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals.

Level 4 indicators of effective performance

* Identifies and engages a diverse range of influential contacts within stakeholder and community groups, and partner organisations
* Builds alliances to establish mutually beneficial working arrangements, openly sharing knowledge and insights
* Actively challenges and addresses ‘silo attitudes’ to encourage effective relationship building inside and outside the GLA
* Understands the complexities of political dynamics and uses this to manage relationships and resolve conflict effectively
* Identifies clear win-win situations with external partners

**Stakeholder Focus**

… is consulting with, listening to and understanding the needs of those our work impacts and using this knowledge to shape what we do and manage others’ expectations.

Level 4 indicators of effective performance

* Adapts objectives and the GLA's public facing position based on the context behind stakeholder needs and requests
* Builds the GLA’s reputation as an organisation committed to meeting the needs of Londoners
* Manages partner organisations’ and Londoners’ expectations of the GLA by anticipating and influencing changing priorities
* Instils a culture that encourages GLA staff to think about meeting Londoners’ needs first
* Builds the confidence of staff, partner organisations and Londoners by ensuring the GLA delivers quality work

**Strategic Thinking**

…is using an understanding of the bigger picture to uncover potential challenges and opportunities for the long term and turning these into a compelling vision for action.

Level 4 indicators of effective performance

* Develops a positive and compelling vision of London’s future potential, demonstrating confidence in the strategic direction of the GLA
* Translates an understanding of the complex and diverse threats and issues facing London into positive action
* Proactively involves partners in strategic thinking, incorporating their views into plans and working with them to align strategic priorities
* Sets organisational priorities by identifying where time and investment is needed most
* Generates and leads strategic initiatives that reflect the GLA’s position as a regional authority

**Managing and Developing Performance**

… is setting high standards for oneself and others, guiding, motivating and developing them, to achieve high performance and meet the GLA’s objectives and statutory obligations.

Level 4 indicators of effective performance

* Creates an organisation that learns from experience
* Sets clear organisational objectives, cascading challenging yet achievable deliverables to directorates
* Identifies strategic level performance indicators and communicates these clearly
* Leads and sets an example for desired behaviour and performance for GLA staff
* Instils a culture of high performance and outstanding results where staff are encouraged to perform to their best

**Decision Making**

… is forming sound, evidence-based judgements, making choices, assessing risks to delivery, and taking accountability for results.

Level 4 indicators of effective performance

* Makes difficult decisions for the long-term benefit of the organisation
* Presents and instils confidence in strategic decision-making
* Consults stakeholders early in critical organisation-wide decisions
* Stands by the decisions and actions of the GLA
* Accepts and promotes accountability for the GLA’s decision making
* Ensures the organisation balances effective risk management with the need for timely actions

**Planning and Organising**

… is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.

Level 4 indicators of effective performance

* Takes accountability for monitoring delivery of the GLA’s commitments
* Uses quality assurance processes across the organisation as a feedback mechanism to improve performance
* Takes responsibility for ensuring tools and techniques are available for the effective management of programmes
* Realigns GLA objectives to respond to changing external and internal agendas
* Uses feedback from all sectors as a performance measure for GLA work

**Organisational Awareness**

… is understanding and being sensitive to organisational dynamics, culture and politics across and beyond the GLA and shaping our approach accordingly.

Level 4 indicators of effective performance

* Focuses on the needs of Londoners, promoting organisational awareness of how they impact GLA priorities
* Anticipates and responds appropriately and professionally to political pressure, inspiring confidence and trust from politicians
* Shapes senior stakeholders’ perceptions of the GLA, using their influence to support the GLA agenda
* Influences Londoners’ perceptions of the GLA, using the Media where appropriate
* Leads the organisation by setting the highest standard in upholding integrity and ethical behaviour

**Responding to Pressure and Change**

… is being flexible and adapting positively, to sustain performance when the situation changes, workload increases, tensions rise or priorities shift.

Level 4 indicators of effective performance

* Demonstrates resilience in the face of challenge from staff, media and partner organisationsPromotes the GLA as a flexible organisation, responding to the changing needs of Londoners
* Shows positivity in the face of external pressure, minimising negative impact
* Drives a culture of continuous improvement
* Sets the direction for organisational development and ensures effective communication of change initiatives

***Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.***