

JOB DESCRIPTION

JOB TITLE:	Assistant Director of Accommodation and Support
GRADE:	16
DEPARTMENT	Housing Needs and Support
DIVISION / BUSINESS UNIT	Housing
REPORTS TO:	Director, Housing Needs and Support

PURPOSE OF THE JOB

As a member of the Housing senior leadership team, the Assistant Director of Accommodation and support will lead the strategic direction and delivery of the council's own supported housing services. These include extra care housing, supported hostel provision, Traveller services, tenancy sustainment and temporary accommodation owned and managed by the council. They will also have oversight of the Housing counter fraud service. Delivery of services to our more vulnerable residents has significant impacts; in particular, this role will ensure appropriate engagement of all areas of the Council to meet the mental and physical well-being needs of those residents and ensure compliance with regulatory requirements.

PRINCIPAL ACCOUNTABILITIES

- 1 Lead the strategic direction and delivery of the service area, ensuring good governance, and that priorities are met in accordance with relevant council policies, legislation and contractual obligations.
- 2 Lead the transformation of Accommodation & Support services and be responsible for the provision of the high quality, outcome focused and responsive services to a range of residents and stakeholders. This will include delivery of the Older Person's Housing Strategy and our Supported Housing Strategy.
- 3 Provide leadership to Heads of Service and senior managers, ensuring clear accountability and performance management, workforce planning and succession development, a culture of innovation, inclusion and continuous

improvement and assurance that multidisciplinary teams deliver effective frontline services to the community we serve.

- 4 Set the direction for the Accommodation and Support teams in business and financial planning, ensuring that the service is responsive to the changing environment and the best use is made of available resources. Taking the lead responsibility for financial management of the service, planning budgets, challenging spend and creating efficiencies.
- 5 To develop strong partnership working with Government Departments, Council departments, other teams within Housing, external agencies and recognised experts on all aspects of the work of the team, establishing procedures that are effective and in accordance with requirements of the DPA, FOI and Local Government Law.
- 6 To keep up to date with changes in legislation guidance and policy and be able to assess the implications of these changes on council policy and to the Accommodation and Support Services, responding quickly and appropriately.
- 7 Provide specialist advice to Members and Corporate Management Team on housing needs and homelessness, ensuring assurance around legal compliance, risk management, data integrity, audits and regulatory requirements. Prepare reports, briefings and analysis for the Council's Assembly, Committees and Sub-Committee, Project Groups, Steering Panels and Project Groups.
- 8 Lead commercial and procurement strategies, ensuring value for money and financial sustainability, balancing demand pressures and resources by holding accountability for significant budgets
- 9 Be responsible for ensuring that services comply with safeguarding health and safety requirements, that health and safety risks are identified through regular audits and that appropriate risk management and safeguarding plans are in place and implemented.
- 10 Champion equality, diversity and inclusion in service delivery and workforce practice and provide assurance that services meet the needs of diverse communities and reduce inequality.
- 11 Deputise for the Director of Housing Needs and Support or executive leaders commensurate to the role,

You may also be required to undertake other or additional duties as the organisation may reasonably require from time to time

JOB CONTEXT

The post operates at senior leadership level, holding responsibility for shaping Accommodation and Support services both within the council and in partnership with external organisations. The role leads the delivery of key corporate priorities relating to different types of housing need, operating within a highly complex, politically sensitive and high-demand environment within a changing legislative landscape.

This position will work in partnership with residents, internal stakeholders, local authorities, public sector organisations, local businesses and the voluntary sector to drive continuous improvement in service quality and develop innovative solutions. It provides leadership and management of a high-performing service, taking a lead role in the development of council services in this area. Operating within a framework set by Corporate and Departmental Management Teams and cross-Council supported housing strategies, the post holder will be expected to shape services, lead policy development, ensure the effective implementation of new legislative requirements, and maintain high professional standards throughout service delivery.

People Management responsibilities

The post holder will initially have 6 direct reports at Assistant Director Level, with 91 indirect delivery/operational team members.

Financial responsibilities

Responsible for managing complex budgets of significant value of 9 million pounds of the HRA and 500k General Fund, including costing, analysis and financial controls. This may extend to investment considerations that have long-term strategic impact.

Hours of work

Standard full time working hours are 36 hours per week, Monday – Friday (pro rata for part time).

- a) The post-holder may occasionally be required to work outside normal office hours and at different council locations to meet the needs of the service.

Special conditions of the role

This post is designated as politically restricted in accordance with the provisions of the Local Government and Housing Act 1989 (as amended). These restrictions reflect the seniority of the position and its responsibility for providing objective, professional advice to Members and officers, ensuring that the post holder maintains the highest standards



of political neutrality and integrity in the discharge of their duties. The role will also require an enhanced DBS check.

Probationary period

The employment is subject to a probationary period of twenty-six weeks from your start date of employment with Southwark Council, during which time you will be required to demonstrate to the council's satisfaction your suitability for the position in which you are employed.

General

All roles in the council are required to:

- To observe and fulfil the seven principles of public life (also known as the Nolan principles).
- To follow and comply with council policies and procedures including Health and Safety and General Data Protection Regulations (GDPR) and all other relevant statutory obligations
- To comply with and demonstrate the council's commitment to being a fully inclusive employer where fairness and equality are actively championed and every colleague can achieve their full potential
- To model the behaviours required of all staff and demonstrate commitment to the council's values and Staff Code of Conduct
- Take personal steps to support our wider climate change strategy and action plan

Note:

This job description is subject to change as the requirements of the council and the role develop. The postholder may be assigned any other duties and responsibilities which are commensurate with the level of this role.

PERSON SPECIFICATION

The person specification is a description of the knowledge, experience and skills required to conduct the job.

Key:	S	Shortlisting criteria	I	Evaluated at interview
	E	Essential	T	Subject to test

Knowledge, including educational qualifications:	Essential (E)	How assessed (S/ I/ T)
Degree or equivalent level of qualification and/or work experience.	E	S
The role requires a relevant degree and/or a Level 5 Diploma from the Chartered Institute of Housing /or equivalent qualification plus the ability to demonstrate continuous professional development.	E	S/I
Knowledge of the issues facing local government, and the legal financial, political context of public sector management and the statutory responsibilities of this post as they relate to Housing.	E	S/I
	E	
Experience:		
A track record of establishing and maintaining a strong performance culture including effective performance measures, the evaluation of service quality and improving service delivery which meets the needs and expectations of customers	E	S/I
Demonstrable experience of establishing and building partnerships and joint working opportunities within a complex policy and service environment with a wide range of partner organisations	E	S/I
Leadership experience in a similar complex organisation. Ideally experience of managing housing for vulnerable residents, complex contracts and in-house services. A demonstrable ability to operate at a senior management level. Understanding of the scope of the portfolio and its future challenges.	E	S/I
A proven track record of successful resource management and delivery of cost effective, quality services within constrained resources.	E	S/I
Senior leadership experience with the ability to motivate teams, challenge poor performance, and drive cultural change across multiple operational departments.	E	S/I
Demonstrable success in leading, implementing and delivering substantial cultural change programmes and projects across multi-functional teams and services.	E	S/I

Aptitudes, Skills & Competencies:		
Ability to communicate with a wide range of audiences, presenting information, opinions and decisions in a clear concise and convincing way. Authoritative and influential with the ability to motivate people easily and enthusiastically.	E	S/I/T
Ability to understand the changing legislative and policy challenges facing the provision of public services in a democratic environment, particularly as they relate to housing.	E	S/I/T
Able to provide leadership and delivery of change to enable the council to deliver on its objectives, be hands-on and delivery focussed with good analytical and decision-making skills.	E	S/I
Political sensitivity with an ability to make progress in complex policy areas and a strong belief in the value of local democracy and accountability.	E	S/I

Note: English language proficiency:

There is a legislative requirement for staff working in customer facing roles to be able to speak English. The standard of proficiency required depends on the role. The level of verbal communication skills must be included as "essential" criteria in the person specification. Assessment of this should take place during the selection process.

The code of practice on the English language requirements for public sector workers is available on the GOV.UK website.

Prepared by: Candida Thompson

Date:	8 th June 2026
Job title/Name:	Director of Housing Needs and Support