

Role profile

Role title	Senior Affordable Housing Officer
Corporate directorate	Economic Growth & Development
Service	Housing
Grade	J
Reports to (role title)	Principal Affordable Housing Officer
Version	4.0
JE code	3759

Approving manager	Head of Delivery and Development
Date	November 2018

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Role purpose

The management and delivery of affordable housing through the creation and implementation of evidence-based policy; engagement with the local community; delivery of the Council's Homeownership Service; and the funding and delivery of development programmes with a range of public and private sector partners. The provision of professional services through advocacy and consultation with planning with the express aim of achieving the Council's wider Corporate objectives, policies and priorities as set out in the Local Plan, Housing Strategy and 'Priorities for Cornwall' document - and other service and team specific strategies.

Dimensions

Annual financial accountability

None, however the postholder may have key input to development proposals and the management of affordable housing delivery programmes with partners across the County - typically of up to £6m per annum

Management accountability

Nature of management

- The role holder will advise and guide staff within the Affordable Housing Team and across the Housing Service.
- The role holder will advise and guide staff within the wider Planning Service

Number of staff managed

- None

Accountabilities

Cornwall Council is a dynamic organisation and the particular duties and accountabilities may vary from time to time without changing the general character of the role or the level of responsibility entailed. Individual objectives will be agreed via the PDS appraisal process

- To work in partnership with a range of internal and external stakeholders; to advise colleagues of best practice with regards to housing provision; promote the service and its commitment to delivery with the public; maintain and develop relationships with Town and Parish Councils and Community Groups and encourage growth throughout Cornwall.
- Making sound recommendations to senior officers and committee on affordable housing related matters for determination in respect of planning applications and to prepare evidence and represent the Council at planning appeals or in other judicial or quasi-judicial hearings or cases as necessary.
- To successfully negotiate, draft, complete and monitor planning, housing delivery, legal and financial/grant agreements.
- To comprehensively and effectively operate the Council's Homeownership Service, and manage key contracts with external providers such as Help to Buy South West.
- To advise, support and bring issues to line managers' and senior managers' attention in respect of advice and recommendations to the Council on affordable housing delivery, policy and related matters, to ensure a fair and consistent service.
- Critically assess development viability in accordance with National/Local policy and benchmarks and other suitable evidence, to maximise provision of affordable housing on development sites throughout Cornwall.
- Using project management methodology to formulate, monitor and review the delivery of Affordable Housing through key investment programmes.
- Participate and/or lead project teams comprising multiple internal and external partners and to develop, commission and manage new developments including site identification and appraisal, securing funding and actual delivery of a range of homes and tenures.

- Contribute to the creation, development and delivery of effective planning and housing policies and practices.
- The formulation, collation and monitoring of key performance data on affordable housing delivery, financial contributions, external/internal grant and loan funding, service costs and chargeable time. This is for external funding requirements, audit and reporting purposes.
- Commission, analyse and assess the need for housing across a range of tenures and use this in combination with other housing, social, economic research and intelligence to inform policy, practice and advice to the local planning and housing authorities.
- Provide high quality advice on affordable housing matters and housing need to applicants, the public and other service users, to promote high quality sustainable development that meet local need.
- To work with colleagues on the development and delivery of the annual Service Plan and fully recognise, understand and comply with performance standards and processes critical to the achievement of the service plan objectives and targets.
- Provide exceptional service to a range of customers including the public, Registered Providers, members and the development sector.
- Be responsible for own self-development on a continuous basis, which should be regularly reviewed with the relevant Line Manager as part of the PDS to ensure CPD requirements are met and match the outputs required by the service.

Corporate accountabilities

Information security and governance

Manage information in line with the Council's policies, procedures and guidance on subjects such as Data Protection, Freedom of Information, confidentiality, information security and sharing, the information lifecycle and data quality, to ensure compliance and efficient and effective information governance

Safeguarding

Maintain awareness of Council policies and practices regarding the safeguarding of children, young people and/ or adults who may be at risk. Report concerns/ allegations in accordance with corporate guidance and procedures

Equality & Diversity

Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively, advising on alternatives so the opportunity for change can be considered

Customer Experience

Drive to continually improve customer satisfaction and maintain a clear and consistent focus on delivering outstanding customer experience

Health, Safety and Wellbeing

Proactively manage health and safety risks and lead on the creation of a positive health and safety culture to safeguard the health, safety and wellbeing of yourself and others. Understand your health and safety responsibilities and lead on compliance with council policy and procedures.

Key objectives

- Team objectives - Team objectives will be agreed annually as part of each teams work in contributing to and responding to the draft Service Plan and Team Plans.
- Individual objectives - Individual objectives will be agreed as part of the Performance and Development System annually and reviewed as necessary throughout the year.

Competencies and other requirements

We use the following criteria below to assess your suitability for the role; please refer to the recruitment & selection column to establish at which stage the criteria are assessed. Requirements assessed at the 'Application' stage represent the minimum essential requirement for shortlisting purposes

Behaviours	Recruitment and selection
<p>Working together</p> <p>You understand and focus on customer satisfaction and work well with colleagues and partners.</p> <ul style="list-style-type: none"> • You deliver exceptional customer service – you understand and are attentive to the needs of your customers • You listen to the views of others and seek them out • You support and show consideration for others • You work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others • You are committed to the protection and safeguarding of children, young people and vulnerable adults • You share information and expertise with others • You are honest, you respect and you build relationships of trust • You share your achievements and acknowledge the achievements of others 	<p style="text-align: center;">Interview</p>
<p>Resourceful</p> <p>You apply expertise, solve problems and make improvements to deliver the best possible customer outcomes.</p> <ul style="list-style-type: none"> • You plan and organise your work and manage your time effectively • You gather relevant information, analyse it and make timely informed decisions in the course of your work • You are flexible and adaptable • You respond constructively to change • You demonstrate financial awareness relevant to the job you do • You use your initiative and are creative in problem solving • You deliver results and demonstrate commitment to serving customers 	<p style="text-align: center;">Interview</p>
<p>Personal responsibility</p> <p>You take responsibility for your work, your environment and your development.</p> <ul style="list-style-type: none"> • You are trustworthy and reliable • You pay attention to your own health, safety and wellbeing and that of others • You acknowledge errors, report them as appropriate and play your part in addressing them • You appropriately challenge unhelpful behaviour 	<p style="text-align: center;">Interview</p>

<ul style="list-style-type: none"> You seek feedback and review your own contribution You are open to change and improvement You take responsibility for your development You are enthusiastic about and take pride in your work You act as an ambassador for the Council to our customers 	
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Knowledge, skills & experience	Recruitment and selection
Qualification to degree-level in a relevant field (housing, planning, surveying, project management etc.), or evidence of suitable equivalent professional experience	Application Form
Membership (or eligibility to become a member) of a relevant recognised professional organisation.	Application Form
Evidence of a detailed and wide-ranging knowledge of the sector, and the delivery/implementation of housing, planning or construction in either the public or private sector.	Application Form Interview
Demonstrates the ability to deliver major or complex developments and projects, and affordable housing of various kinds and mixes including those on both public and private land.	Application Form Interview
Experience and knowledge of development viability in a residential context, including use of 'best practice', and how affected by local/economic factors, and opportunities to maximise delivery of affordable housing.	Application Form Interview
Demonstrates the ability to negotiate, prepare, tender and manage all aspects of contracts relating to the delivery of developments and the transfer/disposal of land and related matters.	Application Form
Demonstrates the ability to seek and help secure funding for developments, and manage a range of funding agreements etc.	Application Form Interview
Demonstrable experience and evidence of skills and ability in successfully working with professions, stakeholders and/or local communities to achieve an identified target or output.	Application Form
Proficient in effectively managing and prioritising workloads in pressurised situations, despite interruptions and obstacles, being able to process a significant volume of work with speed and a high degree of accuracy.	Interview
Evidence of producing high quality reports for the public domain and excellent communication or presentation skills in dealing with the public, committees, parish councils and agents forums etc.	Application Form
Excellent use of Microsoft applications, including Word, Excel and Outlook	Application Form Interview

Other requirements	Recruitment and selection
The normal duties of the role may involve travel on a regular or occasional basis. It is a condition of employment that the role holder can exercise satisfactory travel mobility in order to fulfil the obligations of the role. For those journeys where an alternative form of transport is unavailable or impracticable the role holder will be required to provide a	Application Form

suitable vehicle.	
This position is subject to a criminal records disclosure check	NO
This is a politically restricted position	NO