

Role profile

Job Title:	Empty Homes Co-ordinator (Fixed term 12 months)	Grade:	12
Department:	Commissioning Alliance	Post no.:	06162
Directorate:	WLA	Location:	Hybrid (Perceval house)

Role reports to:	Head of Housing
Direct reports:	N/A
Indirect reports:	N/A

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

The West London Alliance (WLA) is a public sector partnership between seven West London local authorities. Our team delivers initiatives in the sub-region, working across borough boundaries and focussing on the priority areas of: economy and skills, employment support, mobility and transport, housing, health and care, and digital.

- To coordinate and drive the delivery and improvement of a shared empty homes project across the West London sub-region. Supporting the WLA boroughs in achieving a significant positive change in the return of empty properties to meaningful use.
- The post-holder will have significant knowledge of the housing and empty homes agendas, with a track record working in a similar sphere. A knowledge of development and planning would be an advantage.
- The role requires outstanding relationship management and negotiation skills together with the ability to facilitate exceptional partnership working between West London boroughs and other partners at borough and sub-regional levels, including various local authority departments, property owners, developers, housing and finance providers and the voluntary and community sectors...

Key accountabilities

- To develop the management, co-ordination and administrative functions for a shared empty homes programme in the sub-region.
- Establish and develop excellent relationships with empty homes officers, local authority teams and other key stakeholders including property owners, developers and contractors.
- Chair the West London Empty Homes Community of practice, approving agendas and minutes and establishing a work programme for the year.
- Secure funding for empty homes refurbishment through existing sources and identify new funding streams, including local and national funding as well as private investment.
- Create a strategic framework to identify the scope of the empty homes challenge in the sub-region and agree a consistent approach.
- Line Management of an empty homes business support/admin function which provides sub-regional administration and ensures consistent templates and approaches .
- Identifying strategic, regulatory and policy matters as they relate to empty homes and ensuring that these are integrated into empty homes approaches.
- Develop consistent templates for mailshots, complaint responses, legal letters, landlord contacts etc. across the sub-region with a focus on efficiency, reducing duplication and streamlining processes
- Liaise with other organisations working on empty homes and identifying areas of best practice which would benefit the sub-region (Empty Homes Network, Action on Empty homes etc.)
- Interpret data, produce reports, presentations and analysis as required on empty homes provision in the sub-region.
- Improve and evidence empty homes practice across the sub-region and collate and analyse data. Influence boroughs to use existing funds to support Empty homes work, such as new homes bonus schemes.
- Ensuring Empty Homes approaches are included in borough housing strategy documents.
- Identify areas of learning and development for Empty homes Officers and procure relevant training and support.
- With the Head of Housing, represent the interests West London boroughs at local and national empty homes forums, conferences and events related to housing, homelessness and development matters and build positive networks and relationships

Key performance indicators

- Meeting targets within personal action plans
- Contributing to successful delivery of service objectives and the team plan
- Increasing the number of empty properties returned to meaningful use in the sub-region

Key relationships (internal and external)

- West London boroughs
- Owners and landlords of empty homes
- GLA

- Government Departments (MHCLG/ Cabinet Office)
- Voluntary sector partners and agencies (including Empty homes Networks)
- London Councils
- Housing Associations
- Private Contractors and developers
- Financial organisations

Authority level

- Project budgets (to be defined) range £10,000 - £50,000
- Formulating and influencing policy improvements throughout the West London boroughs and regionally

Person specification

Community and partnership working are essential for all roles.

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Essential knowledge, skills and abilities

1. Knowledge of housing policy, legislation and funding with a track record of bringing homes into use.
2. Knowledge of development, refurbishment and planning practices
3. Understanding of property acquisition and disposal processes
4. Effective communication and negotiation skills
5. Ability to write reports and analyse complex data
6. Effective presentation skills
7. Excellent organisational skills to manage projects
8. Ability to manage and prioritise own workload to meet specified deadlines and targets
9. Ability to work independently
10. Ability to build strong working relationships with multiple stakeholders at a senior level

Essential qualification(s) and experience

1. The post will require a relevant degree or professional qualification in housing or equivalent evidence of substantial relevant experience.
2. Previous experience working on empty homes would be an advantage

Values and behaviours

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