

**Manchester City Council  
Experience Requirements**

**Director of Housing Operations, SS4  
Neighbourhoods Directorate**

**Reports to: Strategic Director (Neighbourhoods)**

**Band SS4**

For the purpose of applying for this role, in your written person specification response please only address the **ten** experience items outlined below, with reference to relevant services. Candidates will be assessed to see how they meet the Skills, Competencies and technical requirements outlined in the Role Profile at longlist interview and in any further assessments. The successful candidate will have to meet the requirements outlined in the Role Profile. For further guidance on completing your application please see the [“How to apply”](#) instructions on the recruitment website.

1. A deep and demonstrable understanding of housing delivery, the wider economic and social context and the relationship to the improvement of an area underpinned by either a relevant qualification at Degree level or equivalent significant experience within social housing.
2. Successful leadership and senior management experience of cross-cutting, high-quality landlord services within social housing that influence and contribute to the performance, well-being and improvement of an area.
3. Successful track record of effective resource management including leading, developing and delivering medium to long term strategies, business plans, and oversight of diverse revenue streams, expenditure and capital programmes.
4. Experience of successful service transformation at pace, including improving service delivery and standards, developing policies and procedures and embedding a positive culture to meet organisational, customer and community needs.
5. Experience in successfully leading and developing relevant policies and strategies in relation to landlord services, meeting housing need and addressing homelessness, including social housing regulation and building safety and compliance.
6. Significant experience of leading, inspiring, and maintaining high-performing outcome focused services that deliver against targets while developing a positive culture.
7. Successful experience of overseeing relevant responsive, innovative, high quality and high-volume customer focused services, preferably with experience of overseeing the development of digital channels.
8. Comprehensive experience of building effective senior relationships, collaborating with local and regional stakeholders and partners to deliver shared corporate and service outcomes across the breadth of landlord services and to meet wider housing need.
9. Successful relevant experience of exercising judgement, providing clear professional advice within a politically led environment, at an executive, non-executive and senior political level.
10. Considerable successful experience in leading and shaping effective resident engagement strategies which ensure residents' needs contribute to board level decision making.