# Cardiff Council
# **Recruitment Pack**

## **Assistant Director**

## Housing & Communities




CRYFACH TECACH GWYRDDACH | STRONGER FAIRER GREENER

CARDIFF CAERDYDD

This document is available in Welsh/
Mae'r ddogfen hon ar gael yn Gymraeg

# Letter from the director



Dear Applicant

Thank you for your interest in this exciting role.

To meet the changing needs of Cardiff's residents, we must work together across council services and with our partners, joining up support around individuals, families and communities. By sharing our expertise and resources, we can provide a more coordinated and preventative response that is easier to access and delivers better outcomes for residents.

Our outstanding Community Hubs are at the heart of Cardiff's approach to supporting individuals, families and communities. They bring council and partner services together in trusted, accessible locations across the city, connecting residents with advice, libraries, benefits, employment, housing and homelessness support, as well as events and activities. At a time when the cost-of-living crisis and housing emergency continue to place pressure on residents, the Hubs demonstrate how joined-up, preventative services can provide the right help at the right time and stop difficulties from escalating.

Through Cardiff Council Homes, our landlord service, we have also made significant progress in improving homes and services for our 14,600 tenants. We now need to build on that strong foundation, ensuring services are easy to access, responsive and shaped by tenants' experiences.

This means continuing to improve our responsive repairs service, working with Tenants Together to strengthen the tenant voice, and using our Customer Excellence Team to improve communication, resolve issues and drive continuous improvement. We must also continue our journey towards meeting the new Welsh Housing Quality Standard, including decarbonising our homes to improve their quality, energy efficiency and affordability for tenants.

We have made remarkable progress in responding to the housing emergency, developing innovative approaches to homelessness prevention, temporary and supported accommodation, and access to settled homes. The next phase is to build on that progress through earlier intervention, stronger partnerships and more joined-up support, with the clear ambition that homelessness in Cardiff should be rare, brief and unrepeated.

The Assistant Director for Housing and Communities will provide strategic leadership across this broad portfolio, supported by a committed team of managers. As part of the Adult Services, Housing and Communities Directorate, the post will ensure resources and services work collectively to achieve the best possible outcomes for Cardiff's residents, particularly those who are most vulnerable.

As part of an experienced and forward-thinking management team, you will provide the leadership needed to deliver the Council's ambitious agenda, as set out in Stronger, Fairer, Greener, and take these services forward into a more integrated and digitally enabled future.

I invite you to take up the challenge with us.

**Helen Evans**
Director - Adults, Housing & Communities

# Advertisement



**CARDIFF COUNCIL**

**Assistant Director, Housing & Communities Salary - £104,326**

Cardiff Council is committed to bringing services together around the needs of individuals, families and communities. As the cost-of-living crisis and housing emergency place increasing pressure on residents, we need all our services to work in a more joined-up and preventative way, with council teams and partners acting collectively to offer the right support at the right time. Many of these services are a vital source of early help for Cardiff's residents, helping people before difficulties escalate and improving outcomes across the city.

This post offers an opportunity to join the management team of the Adult Services, Housing and Communities Directorate. The Assistant Director for Housing and Communities will lead a committed team of managers and will be responsible for the strategic oversight and development of a wide range of services including, management and maintenance of our 13,700 council homes; delivery of homeless and supported accommodation services and oversight of a very wide range of community advice and support aimed at prevention and early intervention.

This is an opportunity to work in a vibrant and diverse city and to join a dynamic and ambitious team. We ask that you bring outstanding leadership and communication skills plus the passion and experience to deliver excellent customer focused services.

You will have the experience and skill to lead the Housing and Communities team, manage our growing council housing stock, build on innovative approaches to homelessness and community services, and ensure the wider portfolio works collectively as part of Cardiff's frontline response.

You will have the ability to deliver innovative approaches and to achieve high-quality services which are financially sustainable. This will include the further development of digital services and overseeing the development of a more agile workforce.

If you would like to join our committed management team to deliver this exciting agenda, we would be interested in hearing from you.

For further information or an informal conversation about this post please contact Helen Evans, Director Adults, Housing and Communities at HelenEvans@Cardiff.gov.uk

**Closing Date: 18 December 2026 at 11.59 p.m.**

This vacancy is suitable for post share.

We welcome applications in both English and Welsh.

# Role Profile



| | |
|---|---|
| **Role Title** | Assistant Director, Housing & Communities |
| **Ref** | |
| **Grade** | Assistant Director, Spot Salary |
| **Primary Purpose of Role** | To take lead responsibility for the successful and safe operation of a broad range of service areas: to manage and co-ordinate people, financial and capital resources to ensure the effective delivery of agreed priorities, change programmes and high-quality day-to-day service for customers.<br><br>To lead, manage and develop a range of high quality, customer-focused, efficient services, designed to provide the best outcomes for citizens.<br><br>To take lead responsibility for working in partnership with key stakeholders to ensure that citizens experience effectively |
| **Key Accountabilities** | • To deputise for the Director when required<br><br>• To translate strategic and corporate commitments into an aligned framework of operational plans, and to oversee the execution, review and improvement of these plans<br><br>• To play the lead role in the delivery of customer-centred change programmes and projects across the portfolio of services, working with partners, other key council directorates as appropriate, ensuring that the desired outputs and outcomes are secured<br><br>• To effectively manage the people, financial and other resources of the portfolio, ensuring that they are aligned with corporate priorities and genuine customer need<br><br>• To continually review and modernise service delivery and promote a more agile and flexible approach to the workplace.<br><br>• To ensure that managers across the Directorate understand and fulfil their budgetary accountabilities; guiding and supporting them to optimise budget alignment within a context of diminishing resources and changing service demand. |

# Role Profile



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|---|---|
| **Key Accountabilities** | • To facilitate and ensure the successful implementation of internal and/or external partnership arrangements<br><br>• To establish and apply effective individual and team performance management systems in order to monitor, assess and improve standards and the achievement of key performance indicators<br><br>• To lead, motivate and develop a team of managers across the Directorate ensuring the highest levels of buy-in and execution of the Council's priorities and corporate objectives<br><br>• To put in place appropriate support to develop the potential of the workforce and to ensure that their skills meet the future needs of the service.<br><br>• To ensure that practices are put into place to promote safe and appropriately risk-managed operational delivery, both internally within council-managed services, externally within commissioned services<br><br>• To lead managers in the production of robust and meaningful business plans — providing clarity of purpose, emphasis and key deliverables for the portfolio of services<br><br>• To ensure that effective communication and engagement processes are in place to share new ideas, new ways of working and to provide insight to progress and achievements |

# Role Profile



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|---|---|
| **Areas of Responsibility** | • Management and Maintenance of Council Housing Stock<br>• Homeless Services<br>• Supported Housing Services<br>• Advice Services<br>• Benefit Services<br>• Into Work Services<br>• Community Hubs & Library Services<br>• Management of the Cardiff Common Waiting List |
| **Types of Measures of Success** | • Continually improving performance against key performance indicators for the portfolio<br>• Achievement of improved outcomes for citizens<br>• Achievement of Corporate Priorities for the portfolio<br>• Effective compliance with statutory responsibilities and guidance<br>• Effective co-ordination of resources across the portfolio of services<br>• Effective budget control across the portfolio, with the delivery of required budget savings |

# Role Profile



When preparing your written application, you will need to provide evidence only for the competencies identified with an asterisk. These are the essential competencies for your written application. In responding to each of the essential competency areas, you must provide examples which demonstrate how you have successfully delivered results of size, scope and complexity comparable to the challenges faced by Cardiff Council. These and the remaining competencies will be assessed during the remaining stages of the recruitment process.

| **Behavioural Competencies** | **Application Stage** | **Competency Level(s)** |
|---|---|---|
| Putting Our Customers First | * | 5 |
| Getting Things Done | * | 4 |
| Taking Personal Responsibility | * | 4 |
| Seeking to Understand Others | * | 4 |
| Developing Potential | | 4 |
| Leading Change | * | 4 |
| Initiating Change and Improvement | | 4 |
| Organisational Awareness | | 4 |
| Partnering and Corporate Working | * | 4 |
| Communicating | | 4 |
| Analysing ,Problem Solving and Decision Making | | 4 |
| Equality & Diversity | | 4 |
| Optimising Resources | * | 4 |
| Demonstrating Political Acumen | | 4 |

# Terms & Conditions



**PRINCIPAL TERMS AND CONDITIONS OF SERVICE**
**APPOINTMENT OF ASSISTANT DIRECTOR, HOUSING & COMMUNITIES**

**1. CONTRACT**
This is a permanent appointment.

**2. CONDITIONS**
Conditions of service will be in accordance with the Joint Negotiating Committee for Chief Officers of Local Authorities as adopted by the County Council from time to time, plus any other conditions or regulations determined by the Council from time to time in consultation with the recognised trade unions.

**3. SALARY**
The total spot salary for this post is £104,326 per annum. National pay awards in accordance with the JNC for Chief Officers of Local Authorities will be applied subject to Council approval.

**4. PERFORMANCE APPRAISAL**
There will be an annual process of performance appraisal linked to the setting and achievement of the responsibilities and accountabilities of the job; and identifying any continuing personal development needs to maintain a high level of performance. The process is separate from any scheme relating to either pay or performance-related pay.

**5. ANNUAL LEAVE**
Annual leave will be 28 days for employees with less than 5 years continuous service, and 33 days for employees with more than 5 years continuous service. You will also be entitled to 8 bank holidays.

**6. HOURS OF WORK**
The job of Assistant Director, Housing & Communities cannot be satisfactorily undertaken within a fixed working week, and some element of unsocial hours will be required for the proper performance of the responsibilities. The inclusive salary scale for the appointment reflects the need to work in addition to and outside normal office hours.

**7. SICK PAY**
Occupational Sick Pay Scheme will be in accordance with the JNC for Chief Officers' Conditions of Service.

**8. PENSION**
Local Government Pension Scheme. An opting out notice is available from the Pension Section.

**9. POLITICAL RESTRICTION**
This post is politically restricted in accordance with the Local Government and Housing Act 1989 (as amended by Local Democracy, Economic Development and Construction Act 2009).





**10. CAR LOAN SCHEME**
You are eligible for a loan (which is not a taxable benefit) under the Council's scheme.

**11. CAR MILEAGE ALLOWANCE**
HMRC rate of 55 pence per mile will apply.

**12. SMOKING**
The Council has a no smoking policy.

**13. FLEXIBILITY AND MOBILITY CLAUSE**
As a term of your employment, you may be required to undertake such other duties and/ or times of work as may reasonably be required of you commensurate with your grade or general level of responsibility within the organisation, at your initial place of work or at or from any other of the Council's establishments.

**14. SATISFACTORY MEDICAL REPORT**
A satisfactory medical report is required from the Council's Medical Adviser on initial appointment to the Council.

**15. NOTICE PERIODS**
This will normally be three months in writing on either side, but this can be changed by mutual agreement.

**16. RESTRICTIONS ON RE-EMPLOYMENT**
Certain restrictions apply after termination of employment. These relate to not divulging confidential information. Also, within 12 months not taking up employment or providing services for reward to a body in the circumstances outlined in the conditions of service, without the consent of the Council which will not unreasonably be withheld. These provisions do not apply if the termination is as a result of redundancy or externalisation of work and a consequent transfer to a new employer.