

ROLE DESCRIPTION

CABINET MEMBER FOR HOUSING AND CUSTOMER SERVICES

CONTEXT

The majority of the Council's Executive functions are the responsibility of the Cabinet (as assigned to it by law or under the Constitution) and they make most of the key decisions. The Cabinet has to make decisions which are in line with the Council's overall policies and budget.

ROLE

Members of the Cabinet have wide ranging leadership roles and will need to:

- lead the preparation of the Council's Budget and Policy Framework;
- be the focus for developing and delivering through partnerships with other local public, private, voluntary and community sector organisations to address local needs;
- ensure that the diverse needs of all groups and citizens are properly reflected in local strategies, plans and service provision;
- commit to the delivery of fair and non discriminatory services to all members of the local community;
- commit to upholding human rights and promoting equality of opportunity and good race relations;
- present where appropriate reports to the various Overview and Scrutiny Committees;
- represent the Council's view on portfolio issues at Council, Cabinet and where appropriate, Overview and Scrutiny meetings;
- represent the view of the Council on matters of corporate or strategic policy as the lead Cabinet member, to the Government and to other bodies and organisations relevant to the Council's work;
- participate as a member of any panel, task group or other Council forum as appropriate;
- promote key projects and initiatives within the portfolio locally, regionally and nationally;
- participate in local consultative arrangements and actively engage in communication and dialogue with any bodies and organisations involved in portfolio issues;
- have a responsibility for any functions delegated to the Cabinet as a whole.
- To ensure the identification of risk in any project the Council undertakes. In order to facilitate identification of risk, members will find a checklist in the Risk Management Strategy which can be found here: http://www.rossendale.gov.uk/downloads/download/210/other_financial_strategies

SPECIFIC ROLES AND RESPONSIBILITIES

The role of the Cabinet Member for Housing and Customer Services is pivotal to the success of the Council in meeting its priorities especially the delivery of a range of activities related to the Council's work with key partners and stakeholders in the community to improve outcomes for residents.

In addition, this role has lead political responsibility for the successful delivery of operational and financial performance targets within the Council's Business Planning framework on all issues relating to the portfolio.

The main areas of responsibility are:

- participation in the formulation and application of policies and in decision making on cross cutting issues, concentrating on the following policy and service areas:-
 - Customers including:
 - Customer service, service assurance and customer service standards
 - One Stop Shop
 - Liaising with partners including Capita
 - Council Tax, Housing Benefit and Business Rates
 - Revenues, benefits and fraud investigations
 - Council tax and non-domestic rates
 - ICT including:
 - ICT and ICT support
 - The use and management of information
 - Systems development
 - E-Government
 - Mobile phones
 - Business Transformation
 - Housing including:
 - Housing options and initiatives
 - Housing renewal activity in the Private Sector
 - Strategic housing
 - Aids/adaptations to homes
 - Homelessness
 - Provision of affordable housing
 - Liaising with partners, in particular Together Housing and other registered providers
 - Rogue landlords
 - Empty properties
 - Domestic abuse
- To ensure that appropriate Strategies and Plans are researched, formulated and reconciled with other Strategies and Plans of equivalent status.
- To promote a culture of active management of risk and performance amongst the members of the Council.
- To provide political oversight and challenge to the processes used within the portfolio area for managing and mitigating risks to the health, safety and welfare of users of services and the Council's staff engaged in service delivery.

Version Number:	Cabinet Member for Housing and Customer Services	Team:	Chief Executive
Date:	19/05/2023	Issued by:	Chief Executive

- To champion the Council's customer service standards within and outside the Council.
- To be a member of the Strategic Governance Board for the Revenues, Benefits and Customer Contact strategic partnership contract.
- To agree urgent consultation responses to documents circulated by other bodies.

Version Number:	Cabinet Member for Housing and Customer Services	Team:	Chief Executive
Date:	19/05/2023	Issued by:	Chief Executive