



## Come and join the team!

### **ROLE TITLE: Head of Housing and Public Protection**

We are seeking a dynamic and visionary leader to take on the role of **Head of Housing and Public Protection** within Monmouthshire County Council. This senior position plays a pivotal role in ensuring the safety, well-being, and quality of life for our communities through strategic and operational oversight of both Housing Services and Public Protection functions.

You will lead the development and delivery of services that protect and support residents, working collaboratively with internal teams, elected members, external agencies, and community organisations. Your leadership will help shape a safe, secure, and supportive environment for all.

We are looking for a confident and experienced leader with a strong track record in housing and / or public protection. You'll be passionate about improving outcomes for communities, skilled in partnership working, and committed to delivering high standards of service.

**POST ID:** RER10

**LOCATION:** County Hall - Usk

**GRADE:** BAND D Head of Service, SCP 1 - 3 £64,651 - £70,091  
Pro-rata (if applicable)

**HOURS:** 37

**T&C:** Permanent

**DBS CHECK:** Yes

#### **Additional Information**

**Please note that we are not able to accept CVs**

To apply for this post please complete the online application form which can be found on the following page:

<https://www.monmouthshire.gov.uk/jobs-employment-2/>

Applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.

All posts are open to job-share unless stated otherwise.

Monmouthshire County Council is:-

- an equal opportunities employer and welcomes applications from all sections of the community.
- a disability confident committed employer.
- an Armed Forces friendly employer.
- Autism aware and committed to removing barriers to employment
- committed to supporting young people who leave our care to access new opportunities and gain experience.

## ROLE PROFILE

**ROLE TITLE:** Head of Housing and Public Protection

**T&C:** Permanent

**POST ID:** RER10

**GRADE:** BAND D SCP 1 – 3 SCP £64,651 - £70,091

**HOURS:** 37

**WORK PATTERN:** Monday to Friday, flexible working in line with needs of the role.

**LOCATION:** County Hall Usk, which may change in the future if the service location needs to relocate. Relocation or disturbance expenses will not be paid if this happens.

**RESPONSIBLE TO:** Chief Officer – Social Care

### **The Purpose of this Role**

The purpose of this role is to lead and manage Housing and Public Protection services to ensure the safety, well-being, and quality of life for Monmouthshire residents. This involves overseeing the operations, strategy development and quality assurance processes within housing support, homelessness and public protection services. The role requires collaboration with various stakeholders, including other local authorities, community organisations, elected members, partner agencies and regulators to create a cohesive and effective approach to housing and public protection. The individual in this role will be responsible for assessing operational and strategic risks, coordinating service improvements, and ensuring compliance with relevant regulations and standards. The primary goal of this role is to foster a safe, secure, and supportive environment for all members of the community.

### **Expectation and Outcomes of this Role:-**

The Head of Housing and Public Protection is a senior leadership position within the Social Care and Health Directorate that combines strategic and operational oversight of the Council's Housing / Homelessness and Public Protection functions.

1. To provide management and leadership to ensure that high quality services are provided, and to have overall responsibility for the Council's Environmental Health, Registration Services, Trading Standards, Animal Health (including Animal Licensing Wales), Licencing and Housing Support / Homelessness Services.
2. To ensure the strategic direction of Housing and Public Protection aligns with the Council's priorities and objectives and complies with legal and procedural requirements.

3. To work closely with other Heads of Service and Chief Officers to ensure all Housing and Public Protection interventions and schemes are designed and delivered in accordance with relevant guidance and standards, recognised best practice, and prevailing laws.
4. To develop and implement the business plans for housing and public protection in accordance with the allocated budget, and ensure the on-going review and revision of the business plans.
5. To review performance, address risks and challenges and drive service improvements.
6. To deputise for the Strategic Director as required.
8. To contribute to the safeguarding of children and adults at risk.

**Your responsibilities are to:-**

1. Lead and manage the overall teams within Public Protection including, Environmental Health, Registration Services, Trading Standards, Animal Health (including Animal Licensing Wales) and Licencing.
2. Lead and manage the overall teams within Housing including, Assistive Technology, Housing Support and Homelessness.
3. Respond to new legislation, organisational strategies or good practice guidance through aligning processes, systems and practice across your service areas.
4. To act as the Proper Officer for the Council's Registration Service
5. Ensure that designated leads for safeguarding are in place across your service areas, and that effective safeguarding arrangements are in place in accordance with the Council's Safeguarding Policy.
6. Develop and implement directorate, cross directorate and multi-agency projects.
7. Develop and maintain interdepartmental and multi-agency partnerships including involvement of the public to ensure delivery of Welsh Government policy and organisational strategies in accordance with the council's priorities.
8. Prepare for and respond to regulatory inspections.
9. Advise Elected Members on all matters related to Housing and Public Protection.
10. Represent the Council on multi agency partnerships such as Homelessness Prevention and the Health Protection Framework.
11. Be responsible for setting, monitoring and authorisations of expenditure against defined budgets.
12. Act as a member of and key contributor to the Directorate's leadership team.
13. Be accountable for achieving service objectives, standards and performance targets as set out in service improvement plans
14. Be the responsible officer for the implementation of HR policies within your service areas up to and including dismissal.
15. Contribute to the council's emergency planning response and recovery.
16. Deputise for the Strategic Director and represent the directorate at meetings as required in line with all other Heads of Service.

**Here's what we can provide you with:-**

- Public Sector terms and conditions including access to the Local Government Pension scheme.
- An empowering and enabling culture where you will have the freedom to grow and develop personally and professionally with the support of the Chief Officer.
- Opportunities to shape service delivery and priorities
- Access to learning and development opportunities for you and your teams in order to grow develop yourself self and colleagues.
- The opportunity to develop Welsh language skills.

**What else you need to know.....Our Values:**

Our purpose is underpinned by a clear sense of who we are as an organisation. We expect people who work with us to share a strong value set and expect that these are evident in the ways in which we work and engage with our communities.

**Teamwork:** We will work with you and our partners to support and inspire everyone to get involved. We will make the best of the ideas, and resources available to make sure we do the things that most positively impact our people and places.

**Openness:** We are open and honest. People have the chance to be involved and tell us what matters.

**Flexibility:** We are flexible, enabling delivery of the most effective and efficient services. This means a genuine commitment to working with everyone to embrace new ways of working.

**Fairness:** We provide opportunities for people and communities to thrive. We will always try to treat everyone fairly and consistently.

**Kindness:** We will show kindness to all those we work with, putting the importance of relationships and the connections we have with one another at the heart of all interactions. This role will work with Monmouthshire to achieve these.

**WELSH LANGUAGE ASSESSMENT:**

Welsh language skills are desirable.

**SAFEGUARDING:**

Child and Adult Safeguarding are key priorities for the Council. We aim to support children and adults at risk to be as safe as they can and to fulfil their potential. All Council employees and volunteers are responsible for playing their part in the well-being, safety and protection of children and adults at risk. All employees and volunteers will be trained to the appropriate level of safeguarding and have a duty to fulfil their personal responsibilities for safeguarding.

**DISCLOSURE AND BARRING SERVICE (DBS) CHECK:**

Appointment to this post is exempt from Rehabilitation of Offenders Act and is subject to the following DBS check : Enhanced with Both Children/Adults Barred List Checks

**In addition:**

All employees are responsible for ensuring that they act at all times in a way that is consistent with Monmouthshire's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

The authority operates a Smoke Free Workplace Policy which all employees are required to abide to.

## Person Specification

**How will we know if you are the right person for the role? As the successful candidate you will have demonstrated:-**

To join the Management Team within the Social Care Directorate you will need to demonstrate clear ability and a strong track record of delivery at both operational and strategic level in local government, or another complex and diverse organisation. You will inhabit a critical role and be the Head of Service responsible for the operational and strategic direction of both Housing and Public Protection.

You will need to demonstrate the following:

**1. Setting Direction**

- Thinking and acting both operationally and strategically
- Consistently communicating Monmouthshire's visions and strategic objectives
- Behaving always in accordance with Monmouthshire's values
- Translating both operational and strategic objectives into practical and meaningful reality
- Inspiring colleagues to work purposefully toward achieving good outcomes for Monmouthshire residents
- Ensuring that colleagues see where their contribution fits with Monmouthshire's vision
- Encouraging colleagues to play an active part in service planning
- Being politically aware and accustomed to delivering outcomes within a political context whilst building and maintaining effective working relationships with Elected Members
- Ability to articulate the digital future of your service area and deliver it.

**2. Leading Change**

- Promoting an ethos of continuous improvement
- Making decisions and taking responsibility
- Analysing trends, data and other sources of evidence as part of the decision-making process
- Establishing a constructive learning environment within teams
- Demonstrating a personal commitment to self- development
- Excelling in conflict resolution as and when necessary
- Ability to challenge established ways of doing things
- Being flexible, imaginative and creative in problem solving
- Able to demonstrate having led and delivered significant projects and programmes
- Leading by example in relation to achieving new ways of working by demonstrating high levels of digital and technical skill and ability

**3. Outcome Focused**

- Being resident focused and person-centred
- Thinking about service improvements in terms of how they will achieve better outcomes for people

- Promoting a performance culture and balancing the right level of support and challenge
- Prioritising the delivery of services in line with strategic outcomes
- Demonstrating creative resource management
- Celebrating success and acknowledging the contribution of others
- Dealing effectively with poor performance
- Championing effective team working and reating a strong team ethos

4. Building positive relationships with citizens and communities

- Designing citizen centred service models including digital solutions
- Working collaboratively and building partnerships
- Simplifying processes and structures whilst being outcome focussed
- Overcoming obstacles in the delivery of outcomes
- Using feedback, compliments and complaints in designing service models

5. Having a Positive Impact on Others

- Empowering others, giving and receiving feedback
- Taking time to review and evaluate yourself and others
- Showing an ability to reflect on personal behaviours and understanding their impact on others
- Celebrating diversity and championing equal opportunity
- Continually showing integrity, honesty and professionalism
- Being accessible, visible and reliable
- Keeping commitments made to others

6. Influencing and Negotiating

- Encouraging honesty, trust and respect in relationships with others
- Identifying key internal and external relationships and working at them
- Listening to others as much as offering your own view
- Sharing knowledge, skills and information readily and openly
- Acting with the highest standards of integrity

7. Qualifications and Experience

- You will be educated to degree level and have a relevant professional qualification
- You will have gained an appropriate management qualification and be able to demonstrate commitment to your own personal development
- You will have worked at a senior level in a large complex organisation

**Should you require any further information regarding this post, please contact:  
Jane Rodgers Chief Officer  
e-mail : [janerodgers@monmouthshire.gov.uk](mailto:janerodgers@monmouthshire.gov.uk)**





## WELSH LANGUAGE SKILLS FRAMEWORK

### LEVEL 1

*Can understand basic everyday phrases if the speaker talks slowly and clearly and is willing to help. Can introduce yourself and others and can ask and answer questions regarding basic information, e.g. individual asking to see someone, where is the xxx meeting, toilet etc. Can transfer phone calls pass on a simple message or make a straightforward request, e.g. via e-mail.*

UNDERSTANDING	SPEAKING	READING	WRITING
<ul style="list-style-type: none"><li>➤ Can understand simple questions: where is the xxx meeting, where is the toilet, who is the person they wish to see. Can understand who to transfer a phone call to etc,</li></ul>	<ul style="list-style-type: none"><li>➤ Can pronounce place names and personal names correctly.</li><li>➤ Can greet individuals face to face or over the phone</li><li>➤ Can open and close a conversation or open and close a meeting.</li></ul>	<ul style="list-style-type: none"><li>➤ Can read short sentence, e.g. basic signs, simple instructions, agenda items, simple information on forms</li></ul>	<ul style="list-style-type: none"><li>➤ Can open and close an e-mail or letter</li><li>➤ Can write personal names, place names, job titles</li><li>➤ Can write a simple message to a colleague on paper or e-email, e.g. such and such has called.</li></ul>

### LEVEL 2

*Can understand sentences when people talk about everyday situations, e.g. simple personal and family information. Can hold a basic conversation with someone to obtain or exchange straightforward information, e.g. discuss how a person is feeling; something which has happened; simple plan for the future. Can write and read messages in letters or e-mails describing familiar issues and written in short sentences.*

UNDERSTANDING	SPEAKING	READING	WRITING
<ul style="list-style-type: none"><li>➤ Can understand when people speak slowly about everyday situations, e.g. providing personal information, talking about what they have been doing, what they would like to do, how they feel general</li><li>➤ Can understand when people ask you do something</li></ul>	<ul style="list-style-type: none"><li>➤ Can communicate simple information or ask common questions, e.g. to acquire information from an individual</li><li>➤ Can use Welsh to get to and emphasise with the individual but not able to conduct the entire conversation or session in Welsh</li><li>➤ Can hold a short conversation with an individual or exchange relatively straightforward information</li><li>➤ Can contribute to a meeting, but need to revert to English for specialist terms.</li></ul>	<ul style="list-style-type: none"><li>➤ Can read short message and certain letters or e-mails, e.g. those which make a request or ask you to pass on a message</li></ul>	<ul style="list-style-type: none"><li>➤ Can write a short message to a colleague asking a question, thanking her/him, explaining something, e.g. time and place of a meeting</li><li>➤ Can write a short letter or e-mail to arrange an appointment</li></ul>

### LEVEL 3

*Can understand the main points when an individual or colleague is talking about familiar subjects, e.g. during a conversation or small group meeting. Can hold extended conversations with fluent speakers about familiar subjects involving everyday work. Can describe experiences and events and provide concise explanations and reasons for opinions and plans. Can read articles, letters or e-mails about general subjects. Can write letters or e-mails about most subjects, e.g. requesting something; providing information; inviting somebody or organising an event.*

UNDERSTANDING	SPEAKING	READING	WRITING
<ul style="list-style-type: none"> <li>➤ Can understand individuals and colleagues when exchanging information or discussing plans, if the subject is familiar.</li> <li>➤ Can understand a discussion at a meeting if the subject is familiar.</li> <li>➤ Can understand individuals and colleagues in a familiar situation or in everyday conversation.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Can take part in most conversations with colleagues about work and plans if the vocabulary is not too technical.</li> <li>➤ Can hold a conversation with an individual or exchanging relatively straightforward information.</li> <li>➤ Can contribute to a meeting but need to revert to English for specialist terms.</li> <li>➤ Can adapt the style of language to suit the audience.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Can understand most e-mail messages or letters concerning day to day work.</li> <li>➤ Can guess the meaning of a word based on context if the subject is familiar.</li> <li>➤ Can read a simple, straightforward article in a newspaper or magazine types of written material.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Can write a letter or e-mail to an individual, or colleague about most topics in order to request something; provide an explanation; describe an experience or situation; invite people or organise an event.</li> <li>➤ Can write relatively accurately when drafting a short information leaflet or poster in Welsh as required.</li> </ul>

#### LEVEL 4

*Can usually follow most conversations or discussions, even on unfamiliar topics. Can talk confidently with fluent speakers about familiar subjects relating to work, and an express an opinion, take part in discussion, and talk extensively about general topics, e.g. in meetings or one-to-one situations with individuals. Can understand most correspondence, newspaper articles and reports intended for fluent speakers with the aid of Welsh language resources and can scan long texts to find details. Can complete forms and write reports relating to work and respond accurately.*

UNDERSTANDING	SPEAKING	READING	WRITING
<ul style="list-style-type: none"> <li>➤ Can follow most conversations and discussions with individuals or colleagues even if the subject matter is unfamiliar.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Can contribute effectively to internal and external meetings in a work context.</li> <li>➤ Can converse comfortably with individuals and exchange information as required.</li> <li>➤ Can argue for and against a specific case.</li> <li>➤ Can chair meetings and answer questions from the chair confidently.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Can read most correspondence and scan long texts to find details.</li> <li>➤ Can understand most newspaper articles and reports with the aid of a dictionary.</li> <li>➤ Can understand texts, unless written in a very formal or colloquial form.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Can produce correspondence of all types, short reports, documents and literature with support of Welsh language translation aids eg. Cysgeir, cysill.</li> </ul>

#### LEVEL 5

*Can understand everything that is being said. Can talk extensively about complex issues, presenting difficult information and can facilitate and summarise extended or complex discussions. Can summarise information from different sources (orally and in writing) and present it in a coherent way. Can express themselves spontaneously, fluently and in detail, adapting the language to suit the audience.*

UNDERSTANDING	SPEAKING	READING	WRITING
<ul style="list-style-type: none"> <li>➤ Can follow all conversations and discussions with individuals or colleagues.</li> <li>➤ Can understand the ambiguity and nuance of language.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Can express yourself fully in detail, even when discussing complex issues.</li> <li>➤ Can adapt the style and register of your language to suit the audience.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Can read and understand almost all written texts without difficulty, referring to a dictionary occasionally.</li> <li>➤ Can read long texts to find relevant details and can understand most types of written material.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Can write reports in a clear style appropriate to the reader with the support of electronic language aids.</li> <li>➤ Can write formal or informal Welsh as required.</li> <li>➤ Can write a range of documents accurately and with confidence.</li> </ul>

