

ALEXANDER
PALACE
East Court

DIRECTOR *of*
HOUSING

Candidate Pack | April 2026



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**Build on momentum.
Lead with purpose.
Shape housing in Haringey.**

Director of Housing

Expected Starting Salary: £135,000 to £145,000 pa

There are very few Director of Housing roles in London where you can see the impact of the work as clearly as you can in Haringey.

Walk the borough and it is visible. New homes being delivered at scale. Estates changing. Investment going into existing stock.

Haringey has made a conscious choice to put housing at the centre of its agenda. It is now one of the most active local authority housebuilders in the capital, with an award-winning delivery programme that is already reshaping parts of the borough. It has taken a clear position on some of the most difficult issues in the system and is committing around £570m to improving existing homes.

This is not a blank sheet of paper.

It is a borough with momentum, with investment, and with expectation. But there is still a huge amount of work to do, and the Director of Housing role will lead on significant transformation and services improvement.

This is a full system role. Landlord services, housing demand, homelessness, tenant services, compliance, strategy. It requires someone who can see the whole, not just the parts, and who can bring coherence, grip, and direction across a complex and highly visible portfolio.

Some of the challenge is structural. Scale, demand, regulation, scrutiny. Some of it is relational. Working with members, residents and partners in a borough where housing is rightly contested and closely watched.

And some of it is about leadership.

This is not a role for someone who wants to operate at a distance. It requires the ability to step into the detail when needed, and to step back out again with a clear sense of direction. To hold performance, to drive improvement, and to build confidence in a system that matters to people every day.

As part of the Council's Senior Leadership Team, you will contribute beyond housing, shaping the wider direction of the organisation, while leading one of its most high-profile and demanding areas.

The brief is clear: sustain momentum where things are working, bring sharper grip where they are not, continue to improve services that residents rely on, and do so in a way that is credible, visible and grounded.

You will need to understand housing at scale. You will need to be comfortable with regulation, with scrutiny, and with complexity that does not resolve neatly. And you will need the judgement to navigate all of that while keeping a clear line of sight on what good looks like.

Haringey works closely with its residents. The right person for this role will be excited about the opportunity to co-produce with residents so that service improvement delivers directly to them. Visible leadership is important, as well as being open and responsive to accountability.

For the right person, this is an opportunity to make a tangible difference. Not abstract change, but something you can see, in homes, in services, in outcomes for residents.



Director of Housing

This is an exciting time to join our strong and ambitious leadership team.

Haringey is a fantastic place to live and work, boasting all the ingredients that make London one of the great world cities – vibrant communities, excellent schools, attractive open spaces, diverse neighbourhoods, great transport links, and a flourishing economy. Haringey Council is a dynamic, forward-thinking council that is determined to do the best it can for everyone who lives, works and visits our borough. But we are not complacent, and we still have much to achieve and improve. This role will play a key part in that journey.

In this pivotal role, you will lead on a range of our key corporate priorities, building on what's already good, while leading considerable change and improvement, but still with lots of scope to make a big impact.

You will relish challenge and bring energy and pace to the delivery of our ambitions. You will be a great leader who believes in developing and empowering your teams and collaborating with colleagues to get the best possible outcome. In return, we offer a competitive remuneration package and generous staff benefits.

As Director of Housing, you will manage the following services and teams:

- Asset Management
- Housing Repairs and Compliance
- Housing Management
- Housing Demand
- Housing Strategy and Policy
- Business Management

You will also work closely with the following teams:

- Adult Social Care
- Public Health
- Corporate Health and Safety
- Community Safety Teams
- Registered Providers
- Other Partners and Stakeholders.



4 Generic Role Profile: Strategic Leadership | Level B - Director

Role Purpose, Context and Scope:

- Accountable for developing and directing the corporate activities of the Council at a strategic delivery level.
- Horizon scanning 1-3 years; emerging practices and seek out the latest thinking and innovation across their service areas.
- Work with Councillors in setting and delivering the strategic aims and objectives of the Services they lead.
- Provide strong leadership, direction and guidance to senior managers regarding the allocation of resources, risk management, change management and management behaviours within the services they lead.
- To role model the values and behaviours of the organisation so others can see and hear and learn from you.
- Lead on developing the capability of the workforce so the organisation has the right skills at the right time in the right place.

Indicative Accountabilities:

- To influence and contribute to delivering objectives set out in the Borough Vision and Corporate Delivery Plan considering the impact of internal and external factors.
- Create and build effective relationships internally and externally with key stakeholders and instil in direct reports the imperative for accountability, responsibility and collaboration with others, for example: Councillors, other Boroughs, the communities we serve and partners.
- Lead and work collaboratively across all service areas with other senior managers (including those from partner organisations and agencies) in order to generate efficiencies.
- Effectively lead and manage staff (set, monitor and evaluate objectives on an annual basis).
- Drive significant cultural change through the corporate infrastructure.
- Be accountable for associated budget and have affordable plans in place to deliver the Medium-Term Financial Plan.
- Provide assurance that the services are compliant and performance monitoring is part of the corporate rhythm, and exceptions have robust action plans.
- Lead and work collaboratively across programmes and services areas to ensure effective risk management and organisational resilience, including developing effective procedures to implement the Council's policy and strategy.
- Be an ambassador for Haringey.

Indicative Dimensions:

- Work involves development of specific service areas and integration of internal services and integration with external partners.
- Has a prime responsibility for the financial management of specific service area.
- Jobs at this level operate with a wide level of discretion over staffing, resources and decisions provided that actions are consistent with Council policies.
- Can lead and deliver in a political environment.

Leadership Qualities:

- **Achieving Ambitious Outcomes** – Contributes to the organisation's vision and creates goals that have a clear focus and purpose.
- **Service Excellence** – Brings something extra to the organisation so it's able to achieve the best results. Makes excellent use of resources to achieve the highest standard of results.
- **Thinks Differently** – Works with increasing complexity and ambiguous situations. Actively participates in continuous development, anticipates issues and isn't afraid to instigate changes and innovation.
- **Visible Leadership** – Makes him or herself into a definite leadership figure, recognised by the whole team. Is a clear leader, walks the talk.
- **Work in Partnership; One Council** – Demonstrates organisational sensitivity – understands structures, political sensitivities and dynamics – of their own, and external partners' organisations – which shape how things get done.
- **Open Communication** – Has presence, credibility and influence. Presents compelling and coherent arguments to convince and involve others. Is approachable and responds quickly to the needs of the audience.

Indicative Knowledge, Qualifications, Skills and Experience:

- Deep knowledge of concepts, principles and practices gained through extensive experience and development in a specific field.
- Degree level or equivalent qualification plus substantial post qualifying in specialised field.
- Membership of appropriate professional body by examination e.g. CIPFA, RICS or evidence of continuing professional development (CPD).
- Excellent communication skills.
- Ability to work with high level internal and external stakeholders

Example Job Titles at Level B:

- Corporate Director
- Director

Indicative Performance Measures:

- Specific measures from the Medium Term Financial Plan.
- Achievement of Council's Corporate Priorities.
- Achievement of the outcomes within the Council's Corporate Priorities and Workforce Plan within their service.
- Participate in external assessments e.g. Ofsted, Peer Review.

Haringey Values:

- Lives, and can articulate for others, our values:

Caring | Collaborative | Community-focused | Courageous | Creative

5 Job Specific Profile: Director of Housing | HB2 | Adults Housing & Health

Role Purpose:

To lead the council's Housing services in line with the principles of the Haringey Deal, ensuring the effective management of high quality housing landlord and housing needs services, working collaboratively, internally and externally with partners and colleagues, with a long term focus on delivering high quality, safe and affordable housing and housing services to Haringey residents.

As a member of the council's Senior Leadership Team (SLT), the Director will be expected to actively participate in the leadership of the council, to deliver organisational priorities, and establish and maintain a culture and tone within the Adults, Housing and Health department which exemplifies the council's values.

Main Responsibilities

(in addition to indicative accountabilities on generic profile):

1. To provide clear strategic and technical advice which balances competing priorities in a joined up and sensitive manner.
2. To contribute to the collaborative effort to develop initiatives across the Council, to bring ideas and innovation to the design and delivery of services to better meet the needs of the council and wider community, including leading the co-design and co-production of services and new initiatives through extensive engagement with residents.
3. Ensure delivery of the social housing repairs and stock investment programmes and that all services are fully compliant with relevant statutory building and fire safety requirements.
4. To provide clear leadership, ensuring that operational delivery across different areas of housing demand, property management and tenant services are effectively joined up, including across the boundaries with the work that will sit in Adults and Health.
5. Ensure that the Council fulfils its landlord duties in relation to customer standards in social housing, in line with regulations, including representing the Council as the key point of contact for regulatory inspections and reporting to both the Regulator of Social Housing and the Building Safety regulator.
6. Direct, develop lead and implement improvements across the full range of housing services, set stretch target and monitor performance to ensure staff are developed and motivated.
7. Undertake and oversee strategic and operational risk management and decision-making, including customer service responses and budget approvals, as well as contributing to service and budget planning, focusing on compliant 30 year Housing Revenue Account business planning and Borough Plan objectives.
8. Provide strategic leadership to the council's housing demand services, including housing allocations, homelessness services and temporary accommodation, ensuring robust processes and procedures are in place to both meet statutory requirements, and support a fair and financially sustainable offer.
9. Ensure housing strategy and policies are in place that deliver the best outcomes for our residents within available resources, and actively engage with residents to ensure services are integrated and aligned with other services across the council.
10. Deputise for the Corporate Director of Adults, Housing and Health as needed.

Build and maintain effective relationships with elected members, partners and other key stakeholders. Act as an ambassador for the Council developing partnerships at a sub-regional level.

Knowledge, Qualifications, Skills and Experience

(in addition to those on generic profile):

- Educated to degree level or equivalent relevant working experience
- Experience of leading and motivating large teams and programmes of people in an organisation of similar size and complexity
- Comprehensive knowledge of, and appreciation of major reforms and best practice relating to housing stock management in a local authority context
- Significant understanding of the issues in providing landlord services
- Knowledge of current housing issues and statutory and regulatory requirements.
- Ability to initiate, develop and implement strategies to address complex cross-cutting issues.
- Proven ability to work across functional, professional and organisational boundaries including managing and leading multi-disciplinary teams.
- Understanding of the principles and practice of corporate management, strategic planning and business performance improvement.

Dimensions:

Role reports to:

Corporate Director of Adults, Housing and Health

Number of Direct reports: 6

Total staff headcount: c. 800

Staff budget: c. £40m

Other budget: c. £100m



Sara Sutton
Corporate Director of Adults,
Housing and Health



The London Borough of Haringey is one of the capital's most distinctive and diverse areas. Stretching from the wooded high ground of Highgate and Muswell Hill in the west, across bustling neighbourhoods in the centre, to the open low-lying land of the River Lea in the east, Haringey is as varied in geography as it is in character.

The borough brings together vibrant urban communities, historic suburban villages, and a rich architectural mix of early 20th-century housing, council estates, and repurposed industrial buildings. As the point where inner and outer London meet, it is a place of striking contrasts: areas of prosperity sit alongside those facing enduring challenges.

Haringey is home to more than 260,000 residents, of whom two-thirds come from Black, Asian, Minority Ethnic and Other White backgrounds. Over 180 languages are spoken locally, and nearly a third of residents do not use English as their main language, making Haringey one of the most diverse boroughs in the country. It is also a young borough, with over one in five residents aged under 18, and a growing number of families who choose to make Haringey their long-term home.

Haringey faces complex social and economic challenges. It remains one of the most deprived boroughs in London, with deprivation concentrated particularly in the north and east. At the same time, the borough is undergoing significant change. Major regeneration and housing investment is transforming key areas such as Tottenham and Wood Green, creating new opportunities for communities while shaping Haringey's future as a clean, safe, and inclusive place to live and work.



Watch The Haringey Story



Haringey's strategic direction is set out in Haringey 2035 – Our Vision, a long-term framework shaped in partnership with residents, communities, staff and partners, centred on creating a place "where we can all belong and thrive."

To deliver that vision, we have identified six Calls to Action which guide our priorities, investments, and decisions across all services.

Six Calls to Action

Safe and affordable housing in Haringey

A decent, secure, affordable home is essential to belonging and wellbeing. Our focus is on improving access to high-quality housing advice, tackling poor housing, enforcing standards, and working with partners to expand supply.

Thriving places

Strong, connected neighbourhoods are key to belonging and community pride. We will make better use of physical assets, promote civic spaces, strengthen neighbourhood ties, and safeguard green infrastructure.

Supporting children and young people's experiences and skills

Young people are central to Haringey's future. We aim to support families, reduce barriers, develop opportunities, and amplify youth voices across education, training, culture and civic life.

Feeling safe and being safe

Safety is a foundation for community confidence. We will take a multi-agency approach to reducing crime and anti-social behaviour, improve trust and legitimacy, and tackle hate, violence, and disruption.

Tackling inequalities in health and wellbeing

Health outcomes vary substantially across Haringey, particularly between east and west. We are committed to closing gaps in life expectancy, reducing barriers to care, strengthening prevention, and focusing on fairness.

Supporting greener choices

In response to the climate emergency, we will reduce carbon emissions, improve energy efficiency, promote sustainable transport, connect people with nature, and support households and businesses to make greener decisions.

From Vision to Delivery

Each year, we convene partners and stakeholders to review progress, share ideas, and refine our approach. We organise working groups and forums aligned to each Call to Action, ensuring accountability, monitoring progress, and spotlighting case studies of impact.

Our commitment is to embed co-production, equity and inclusion into the way we design, commission, and deliver services, making sure community voices shape outcomes. We will also continue to invest in our organisational capacity to be sustainable, responsive, and able to deliver high-quality public services.

Some links for additional information:

Haringey 2035 Our Vision

<https://haringey.gov.uk/council-elections/council-policies-plans/haringey-2035-our-vision>

The Haringey Deal

<https://haringey.gov.uk/council-elections/council-policies-plans/haringey-deal>

Housing Improvement Plan

<https://haringey.gov.uk/housing/housing-news-policies/housing-strategies-policies-and-plans/housing-improvement-plan-2023>

Housing strategies, policies and plans

<https://haringey.gov.uk/housing/housing-news-policies/housing-strategies-policies-and-plans>



Embedded in methods of operation and approach is the Haringey Council Values and Behaviours. These clearly communicate the method in which we successfully deliver our objectives and ensures all staff share a common purpose.

We want our future employees to reflect the values of:

Collaborative *(teamwork, connected)*

- We support each other.
- We work together as one team, one council, one community.
- We proactively build relationships and make connections.
- We share our experience with others and work together to find solutions.
- We seek out new ways of working that enhance our ability to collaborate.

Creative *(radical, solution focused, self motivated)*

- We are curious and innovative.
- We look for different ways to do things.
- We embrace change.
- We solve problems.
- We recognise that ideas can come from anywhere.

Community-focused *(listening, inclusive, responsive)*

- We proactively hear the voices of our diverse communities and take action on their views
- We understand that there is strength in diversity.
- We resolve matters the first time.
- We treat others as they want to be treated.
- We understand the impact of our service on our communities.

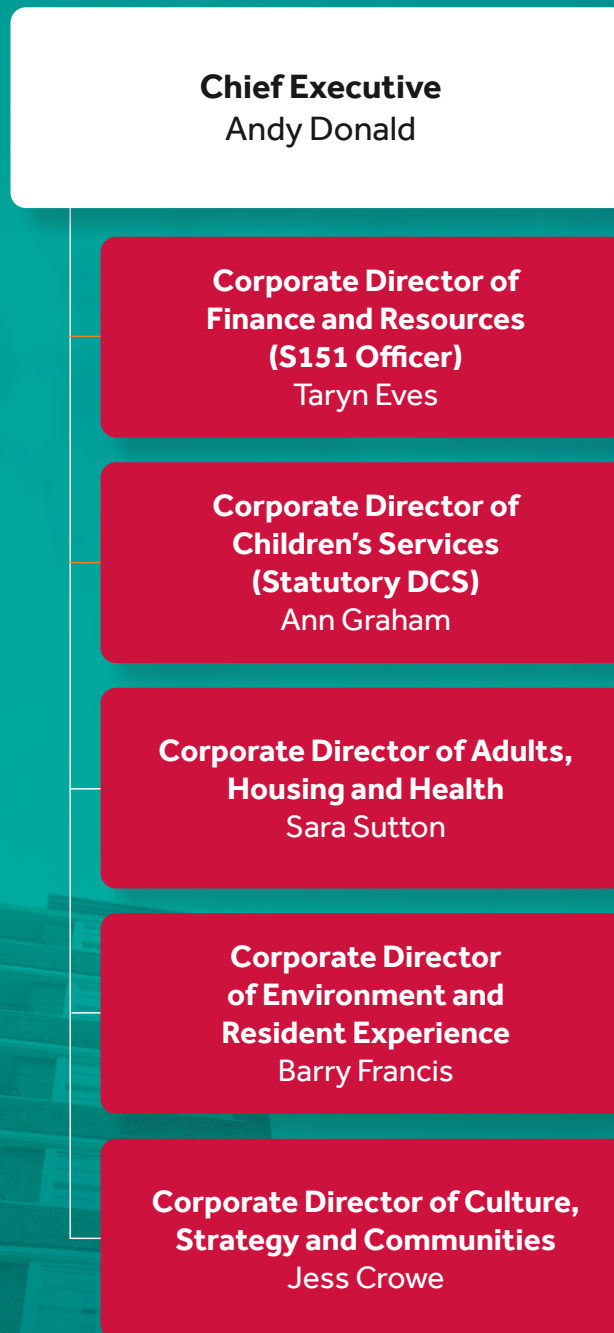
Courageous *(brave, honest, transparent, accountable, responsible)*

- We are open, honest and fair.
- We compare our performance with the best and challenge ourselves to do better.
- We do what we say we will do.
- We understand that taking managed risks is part of delivering great services and learning.
- We speak up if something needs to change and we actively look to eliminate inequality.

Caring *(empathy, kind and considerate)*

- We give credit where credit is due.
- We take time to think about our impact upon others.
- We treat all residents and colleagues with dignity and respect and value everyone's differences, their perspective and contribution.
- We actively listen, and we adapt to ensure everyone is included and supported to do their best.
- We use language and behaviours that demonstrate care and empathy and are appropriate to the needs of those we work with.

The Council is led by the Chief Executive, Andy Donald, and a senior management team that provides leadership to the authority and individual service departments.



Employment to this role will be subject to the general conditions of service as negotiated by the Joint Negotiating Committee for Chief Officers of Local Authorities and any local conditions of service or local agreements adopted by the council.

Probation

All new entrants to the local government service are subject to the completion of a satisfactory probationary period of 6 month(s).

Hours of Work

Your hours of work are those required to fulfil the requirements of this post. The basic working week is 36 hours per week.

Superannuation

The post is eligible to join the Local Government Pension Scheme.

Equal Opportunity Policy

The Council actively promotes equality of opportunity in employment and service delivery.

Annual Leave

Annual leave entitlement can be found via **Haringey's policy document**



Haringey is a diverse borough that prides itself on the strength of its communities. We want to reflect this in the people who work here. Which is why we're committed to promoting diversity and creating an environment where everyone is treated equally, with respect and dignity.

Disability Confident Scheme:

This Government initiative helps employers attract, recruit and retain people with disabilities and to ensure that they have the opportunities to fulfil their potential. It covers three levels, each of which is designed to support a disability confident journey.

At Haringey, we've achieved Level 3 Disability Confident Leader status. This demonstrates our unwavering commitment to actively engaging in inclusive employment practices and ensuring equal opportunities for individuals with disabilities. Achieving Level 3 not only demonstrates our dedication to best practise within our organization but also places a strong emphasis on our role as leaders within the community.

Equal Opportunities:

All employees have a right to equal consideration and should not be discriminated against, harassed or victimised because of their race, colour, ethnic origin, nationality, religion or belief, sexual orientation, gender identity, disability, age, HIV status, marital status or unrelated criminal conviction.

Discrimination, harassment and victimisation are unlawful, and will lead to disciplinary action.

Valuing differences:

Our Equality Action Plan makes a commitment to take positive action to develop a more inclusive workforce that understands and reflects the diversity of the communities we serve. We have been looking at new ways in which we can influence culture change across the organisation, cultivating diversity and inclusion and creating a workforce where difference is respected and valued. The council recognises that a diverse set of experiences, perspectives, and backgrounds is crucial to innovation and the development of new ideas. Valuing differences plays a key role in attracting and retaining top talent and is an important component of a successful organisation.

We have:

- An Equalities Steering Group, chaired by a Director and member of Corporate Board
- Five staff network groups in place – LGBTQ+, EMBRACE, Disability and Illness. Social Mobility, Young People's network
- Disability Confident Employer status (level 3)
- Cabinet commitment to be an LGBT+ inclusive borough for staff and residents
- Discrimination, harassment and victimisation are unlawful, and will lead to disciplinary action.

The Social Mobility Network:

- Social mobility is a core aspect of our work as a council and informs a lot of the work we do with residents and staff. Social mobility is the ability to move from one level of society to another, social mobility recognises that the circumstances when growing up may put us in a disadvantaged or advantaged position when it comes to pursuing further education or in our professional careers.
- In December 2022 Haringey Council made the Top 75 employer list in the Social Mobility Foundation's 2022 Employer Index. Our ranking in the index reflects the hard work we have taken to eliminate discrimination against persons because of their socioeconomic status.
- We have a Social Mobility Staff Network, an equalities action plan and take part in the Social Mobility Index each year. We do all of this to make sure we are breaking down barriers and make Haringey the most inclusive organisation we can be.

Employee Networks:

A key part of our effort to improve staff engagement and continue to be an inclusive employer is the development of our employee networks. The network groups are open to members of staff who identify with the protected characteristic, as well as allies who wish to play an active role in promoting equality and inclusion.

- The Lesbian, Gay, Bi, Trans and/or Queer or Questioning, Intersex, Asexual and Non-Binary (LGBTQ+) Network
- The LGBTQ+ Network is a forum to provide support to Haringey Council's LGBTQ+ staff and to make Haringey Council a more inclusive workplace. The Network is open to all employees, whether LGBTQ+ or straight allies, and is inclusive of LGBTQ+ people with multiple identities.
- EMBRACE (Every Member Becomes Racially Aware and Culturally Educated).
- Disability and Illness Network
- Haringey's newly formed Staff Disability and Illness Network is inclusive of staff with visible and invisible disabilities or illnesses – whether they identify as disabled or otherwise. The Network wishes to raise awareness of the variety of reasonable adjustments available to staff with varying needs and the support available both internally and externally.
- Young People's Network
- The Young People's Network is a group for young people in the council to meet and network. The group aims to champion issues affecting young people in the council and support council efforts to recruit, retain and develop young talent.

To apply, please submit an up-to-date copy of your CV, along with a supporting statement (three sides of A4 maximum) addressing the criteria set out in the role profile and using examples to demonstrate how you meet the essential requirements.

Applications must include:

- Full contact details;
- Names, positions, organisations and contact details for two referees (we will ask your permission before contacting referees);
- Notification of any dates when you are not available (or where you may have difficulty with the timetable outlined below);
- Current salary package.

Once your application has been submitted, you will receive an email to confirm safe receipt. If you do not receive this response, please contact us to let us know.

To apply for the role, please visit the [Tile Hill website](#).

Indicative Recruitment Timeline

The following timeline sets out the key stages of this recruitment process and indicative dates. Please note that these dates are subject to change and will be confirmed in due course.

Contact details

For a confidential discussion and to find out more about this role, please contact our recruitment partner, Tile Hill, who will be happy to answer any questions. Our lead consultants are:

Liam Young, Senior Consultant

07760 695867 | liam.young@tile-hill.co.uk

Clare Connor, Associate Consultant

0161 408 0703 | clare.connor@tile-hill.co.uk

At Tile Hill, we are committed to inclusion and accessibility. We champion and support all individuals to ensure everyone feels valued, listened to and motivated to get the very best out of each recruitment process and that processes are designed to meet the needs of individuals.

If you have any specific requests and would like a confidential discussion with the Tile Hill team, then please email inclusion@tile-hill.co.uk.

Activity

Date

Closing date

Midnight on Friday 24th May 2026

Preliminary interviews

(to be held virtually with Tile Hill)

Week commencing 1st June 2026 (to be confirmed)

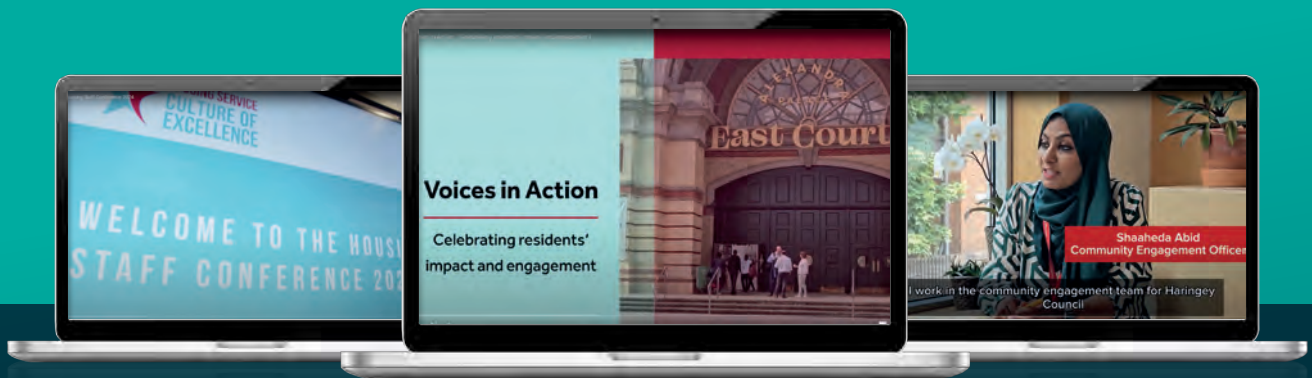
Stakeholder and staff meetings and final panel interviews

(to be held face-to-face in Haringey, details to be confirmed)

Week commencing 15th June 2026 (to be confirmed)



To find out more about our work, our culture and our impact, simply click on the links below to view the videos.



 Watch Staff Conference

 Watch Resident Engagement Event

 Watch Estate Drop-ins