



CAMPBELL
TICKELL

ASSISTANT DIRECTOR NEIGHBOURHOODS

March 2026



Contents

Your application.....	05
Welcome	06
About Sheffield City Council	08
Role profile	10
Person specification	14
Structure chart	16
Key terms and conditions.....	18
Key dates and the selection process.....	18
Media advertisement	19





Your application

Thank you very much for your interest in this Assistant Director of Neighbourhoods post at Sheffield City Council. On the following pages, you will find details of the role and the selection process to assist you in completing and tailoring your application.

You will no doubt do your own due diligence but do read this pack carefully as it will provide you with a good overview of the organisation and role. After you have done that, please feel free to get in touch with me, so that we can talk through your offer and get a sense of how that aligns to what Sheffield City Council is seeking.

To apply, we will need the following from you:

- A CV. Make sure this confirms your current/most recent roles (you can sum up earlier roles, say before the last 15 years), tell us about your achievements so we get a picture of your skills and experience, and try to keep it to two pages or three at most;
- A personal statement. We want to hear about your motivation, why this role/ organisation, and you

will also want to evidence how relevant your offer is to the role specification; again, ideally in two to three pages; and

- The declaration form, which is accessible via the role page on our website and includes space to indicate if you cannot attend any of the interview dates.

Please submit your completed application documents using the online form, which is accessible via our jobs page: www.campbelltickell.com/jobs. You will receive an email confirmation and see an onscreen confirmation message after submitting your application, but if you have any issues, you can call **020 3434 0990**.



The role closes at 9am on Wednesday 15th April 2026.

Please ensure we receive your application in good time.

Do call me if you wish to have an informal discussion about the role and organisation, or if you have any other questions to help you decide whether to apply.

Kind regards

Isabella Ajilore

**Search Consultant
07572 166 417**

Welcome to Sheffield City Council

Dear Candidate,

Thank you for your interest in our Assistant Director of Neighbourhoods role and for taking the time to explore this important opportunity.

This is a chance for a confident and experienced neighbourhood and housing leader to join Sheffield City Council at an exciting time of change and improvement. As one of the UK's largest local authorities, with responsibility for around 40,000 council homes and vibrant, diverse communities across the city, our neighbourhood and housing services play a critical role in improving the lived experience of residents and supporting thriving communities.

Over the past couple of years, we have made significant progress through our housing transformation work, focusing on stabilising and improving key services including repairs, safety monitoring and the condition and investment planning for our council housing stock. There have already been positive developments in tenant satisfaction, but we know there is more to do to ensure neighbourhood services consistently deliver warm, safe and well-managed homes and communities.

As one of two Assistant Directors of Neighbourhoods, you will provide strategic leadership for the development and delivery of Sheffield City Council's housing management and neighbourhood services. This role includes

responsibility for three of the city's six neighbourhood areas (North, Central and Southwest), as well as two city-wide housing management services: Income Management and Financial Inclusion, and Housing Voids. You will also oversee specialist teams that support these services. A key aspect of the role is ensuring the Council meets its regulatory and statutory obligations in relation to housing management, while leading the development and implementation of strategies and policies that improve outcomes for residents living in council homes.

With responsibility for our income collection and the turnaround of our void properties, you'll also play a key role in ensuring the Housing Revenue Account is financially sustainable and in a position to deliver the investment in our services and housing stock that our residents want to see.

Within the Neighbourhood Services leadership team, you will work closely with the other Assistant Director of Neighbourhoods, who leads city-wide Estates Services and Tenancy Enforcement and Sustainment, along with the North East, East and South East neighbourhood areas. Reporting to the Director of Housing, you will also collaborate with other senior colleagues to ensure neighbourhood services are aligned with the Council's wider ambitions, including its goal of becoming the Best Performing Council by 2028.

We have undertaken structured reviews of how we deliver services at a neighbourhood level, giving us a clearer understanding of what is working well and where improvement is needed. In this role you will lead a talented and committed team, strengthening delivery, embedding a resident-focused approach and building a culture of collaboration and accountability.

Partnership working will be central to your success. You will engage closely with colleagues across the Council, as well as sub-regional and national partners, government and regulatory bodies, ensuring our services are shaped by the communities we serve and contribute to the continued development of Sheffield as a vibrant and inclusive city.

If you share our belief that neighbourhoods are at the heart of community life, that residents' voices should shape service delivery, and that strong leadership can make a tangible difference to people's lives, then we hope you will continue to read on and be inspired by this opportunity.



James Clark
Director of Housing



Sheffield is a dynamic and growing city at the heart of South Yorkshire



In October 2024 a new 10-year Housing Strategy was approved



About Sheffield City Council

Sheffield is a dynamic and growing city at the heart of South Yorkshire, with a population of over 550,000 people across more than 230,000 households. While it is a major urban centre, Sheffield is unique in that the **Peak District National Park** lies within its boundary, and parks, woodlands and nature reserves make up over 60% of the city.

This balance between a vibrant city environment and easy access to nature is central to Sheffield's identity. It is also a major reason why people choose to live, work and study here – from the city's thriving professional community to the vibrant student populations at **University of Sheffield** and **Sheffield Hallam University**. The result is a diverse, innovative and welcoming city with a strong sense of place and community.

Sheffield City Council: Our mission

The **Sheffield City Council Plan 2024–2028** sets out a clear vision for the city and the Council's priorities over this period. At its heart is a simple but powerful mission:

"Together we get things done."

This reflects our commitment to working closely with the people of Sheffield and our partners to deliver meaningful improvements across the city. We collaborate with residents, public services, the voluntary, community, faith and social enterprise (VCFSE) sector, businesses and government to ensure our services respond to local needs and deliver lasting impact.

Strategic outcomes

The Council Plan identifies five outcomes that shape our priorities and guide our work:

1. A place where all children belong and all young people can build a successful future

2. Great neighbourhoods that people are proud to call home
3. People living in caring, connected communities that value diversity and support wellbeing
4. A creative and prosperous city full of culture, learning and innovation
5. A city on the move – growing, connected and sustainable

High-quality housing is fundamental to achieving these ambitions. In particular, the **Great Neighbourhoods** priority recognises the central role that good housing and effective neighbourhood services play in supporting thriving communities and improving quality of life for residents.

Housing in Sheffield

Sheffield City Council is one of the largest social landlords in the country, responsible for around **40,000 council homes** across the city. Ensuring these homes are safe, well maintained and part of thriving neighbourhoods is a key priority for the Council.



Together we get things done

In October 2024 the Council adopted a **10-year Housing Strategy**, developed in consultation with residents and partners. The strategy sets out a long-term vision that everyone in Sheffield should have access to a safe, secure and affordable home that supports good health and wellbeing.

Alongside this, the Council has been delivering a **Housing Transformation Programme** to strengthen housing services and ensure they meet the expectations of residents and the requirements of the evolving regulatory environment for social housing. This work has focused on improving the quality and consistency of core services such as housing management, repairs, building safety and resident engagement, while strengthening governance, performance management and compliance.

Through this programme the Council is working to ensure it meets the requirements of the **Regulator of Social Housing** and continues to improve service quality for tenants and leaseholders.

Our vision for housing is that:

“Everyone in Sheffield has a home that supports good health and is suitable for their needs and aspirations. We want people to have more housing choice and better access to homes that are safe, affordable and ready for a changing climate.”

By 2034 we want to see:

- Enough homes to meet the needs and aspirations of our communities and support the city’s growth.
- Housing carbon emissions significantly reduced on the journey to net zero.
- Residents living in safe, good-quality homes that are energy efficient and comfortable.
- Communities enjoying neighbourhoods that are safe, welcoming and places people are proud to call home.
- Everyone having access to a home and the support they need to live a healthy and fulfilling life.

Delivering these ambitions will require strong leadership, effective partnership working and a continued focus on improving services for residents across Sheffield.

Watch Cllr Tom Hunt, Leader of Sheffield City Council announce the launch of the strategy [here](#).

Find out more about Sheffield City Council

- Sheffield City Council Plan 2024-28 [link](#)
- Sheffield City Council Digital Strategy 2024-28 [link](#)
- Sheffield City Council Customer Experience Strategy 2024-28 [link](#)
- HRA Business Plan 2024-25 [link](#)
- Housing and accommodation strategies page [link](#)
- Welcome to Sheffield – the official destination website for the city – [link](#)

Role profile

Role summary

Job title: Assistant Director – Neighbourhoods

Grade: DG6

Responsible to: Director of Housing

Responsible for: Service Managers and other employees as allocated

Job Purpose

To provide strategic leadership for the development and delivery of Sheffield City Council's housing management and neighbourhood services across the North, Central and South West areas of the city, alongside responsibility for key city-wide services including Income Management and Financial Inclusion, and Housing Voids. The role will also provide leadership to specialist teams that support the effective delivery of these services.

The postholder will ensure the Council meets all regulatory and statutory obligations relating to housing management, while leading the development and implementation of strategies, policies and service improvements that enhance housing outcomes and neighbourhoods for residents living in Sheffield City Council homes. Through strong leadership and effective service delivery, the role will contribute to the Council's ambition of becoming the Best Performing Council by 2028.

The role will also ensure meaningful engagement with residents and stakeholders in shaping services, while building and maintaining strong strategic partnerships with internal teams, local partners, sub-regional organisations and national bodies, including government and housing regulators.

Duties and Responsibilities

- Lead the implementation and sustainability of the Neighbourhood Services target operating model, establishing clarity on standards and performance expectations in support of the Council's ambition to become the **Best Performing Council by 2028 and beyond**.
- Contribute to the development of wider Housing strategies and delivery of associated action plans to improve the quality of life for residents, promoting affordable, sustainable and safe homes while ensuring effective community engagement and supporting strong neighbourhoods.
- Drive improvements in housing outcomes for Sheffield residents, particularly those who are vulnerable, ensuring high-quality, person-centred housing management services aligned with Sheffield City Council values and government standards.
- Hold overall budget responsibility for neighbourhood services alongside income collection of approximately **£200m per annum**, including setting annual budgets, monitoring expenditure, accurate forecasting and ensuring value for money.
- Develop and manage budgets for Neighbourhood Services, ensuring resources are used efficiently and effectively, maximising value for money and securing any associated funding or grants where appropriate.
- Develop an effective customer service approach through close working with residents and Customer Services teams, regularly seeking and acting on resident feedback, achieving customer service standards, managing complaints effectively and improving resident satisfaction.
- Formulate, recommend and implement policies and strategies to improve the efficiency and effectiveness of services for residents living in council housing and their neighbourhoods, ensuring accurate data collection and analysis to inform service delivery and decision-making.
- Ensure neighbourhood services are delivered in a personalised and responsive way to meet the varying needs of tenants, including those with complex needs.

- Oversee the delivery of neighbourhood housing management services and specialist teams, ensuring services are accessible, effective and responsive to the needs of residents and service users.
- Develop strong working relationships with local ward members, MPs, Cabinet members and Local Area Partnerships, fostering a culture of inclusive neighbourhood working to design and deliver services that meet local needs.
- Monitor and manage the collection of rent, service charges and other tenant payments, ensuring accurate reporting on performance and arrears management, identifying trends and implementing actions to improve income collection.
- Lead and oversee the rent and income collection process, developing and reviewing income management strategies and ensuring compliance with housing regulations and policies.
- Ensure collaborative working across Housing services to make the best use of council homes, including oversight of housing voids processes to support timely re-letting and effective use of housing stock.
- Keep up to date with legislative changes and sector good practice, ensuring appropriate policies and high-quality, inclusive services are developed with the involvement of residents and stakeholders.
- Ensure housing management services comply with relevant legislation, housing regulations and organisational policies, including preparing reports and updates for internal governance and external regulators where required.
- Maintain a robust risk management framework within Neighbourhood Services, aligned with the Council's corporate risk management approach.
- Identify opportunities for innovation and service improvement, including the adoption of new technologies, evidence-based practice and collaborative approaches to service delivery.
- Ensure effective workforce planning, supported by high-quality training, apprenticeship programmes and professional development opportunities for staff.
- Contribute to key corporate and cross-portfolio projects that support innovation, service improvement and the delivery of Council priorities across the city and region.

Strategic and Corporate Responsibility

1. As a Senior Manager of SCC, work to promote positive cultural change and a 'One Council' approach, embodying and promoting the values of the Council.
2. Participate in and contribute to key projects on corporate areas of activity involving Council-wide/cross-Portfolio strategies, which promote innovation and creativity in the provision of Council Services, leveraging your specialist skills and making contributions where you can.
3. Be aware of and implement best practice in service delivery at all times.
4. Ensure that all relevant statutory duties within the purview of this post and across the Council (where applicable) are effectively discharged.
5. Ensure that services are delivered in a customer focused way.
6. Proactively engage in and receive constructive peer challenge to improve and develop services.

7. This is a senior post and you will be required to be flexible and responsive to unexpected demands. You may be required to undertake any other related duties and responsibilities as they arise from time to time, commensurate with the level of the post.

Reputation Management

8. Promote, protect, enhance and develop the reputation of the Council and the services for which the post holder is responsible by delivering real voice and choice to customers.
9. Establish, develop and maintain effective and cooperative communication, working relationships and arrangements with all internal and external stakeholders.
10. Optimise the potential of the service and to ensure that initiatives, strategies and policies are presented positively and ensure fair and equal access for our customers.
11. Maintain consistently excellent standards throughout the services falling within the remit of the post.
12. Ensure effective and proactive relationships with regional and governmental and professional bodies in the interests of Sheffield.

Resource Management - Financial, Human, Physical

13. Be responsible for the effective management of all resources within a corporate context, ensuring that:
14. Arrangements are put in place to ensure the service has a clear framework for ensuring compliance with the Council's Financial Regulations and Financial Policies.
15. That the service business is conducted in a manner that meets the highest standards of financial management.
16. The resources of the function are targeted at priorities and demonstrate value for money.
17. Ensure compliance with Financial Regulations and Standing Orders and maintain spending within approved levels.
18. Manage the service budget (where applicable) and deliver value for money by diligent monitoring and efficient working practices.
19. Develop and implement a robust and sustainable management and staffing structure.
20. Ensure the service's activities, duties and responsibilities are delivered in accordance with agreed Council policies and procedures, in particular equality of opportunity and health and safety.

21. Ensure the cost-effective use of any physical or ICT resources allocated to the service.
22. Lead on Service Business Continuity Planning and ensure that your leadership team know this plan and direct staff to follow the Business Continuity Plan as required.

Performance Management

23. Produce Business and Service Development Plans for the function and ensure that the plans are developed and implemented via a framework of customer and staff involvement.
24. Prepare service, business and development plans ensuring coordination and compliance with Council and Portfolio targets, building in strategies and measures for continuous improvement of service.
25. Conduct annual performance reviews in accordance with Council policy ensuring that all staff are clear about their performance objectives and have the necessary training and development to do their jobs.
26. Participate fully in, and contribute to, the Senior Leadership Team.
27. Establish and maintain standards and performance indicators for the management of the service together with the associated monitoring and reporting



systems, ensuring these are actively communicated, promoted and implemented.

28. Ensure the strategic plans and operation of the functions across the Council and in the SLT are efficient and deliver savings and value for money.
29. Develop and promote positive employee management to harness skills and abilities, develop potential, and increase motivation through effective performance management.
30. Maintain effective liaison with all functions within the service and Council Portfolios.
31. Create and manage a dynamic and successful function, which delivers services to enable the priorities of the administration and improves the quality of life for citizens in Sheffield.

Safeguarding and other Policies – your responsibilities

32. This is a politically restricted post.
33. Should you be required as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English as required by the Immigration Act (2016).
34. Lead on Service Business Continuity Planning and ensure that your leadership team know this plan and can direct staff to follow the Business Continuity Plan. You will also support with Incident Response to provide co-ordination of critical incidents, should these occur. To do this, you will be required to be on an
- on-call rota for approximately 5 weeks in a year. You will receive training and support for this work.
35. To undertake all duties and responsibilities in line with current Council Policies and Procedures, including those relating to health and safety; equalities, diversity and inclusion; safeguarding procedures; financial instructions; procurement and commissioning.
36. To undertake any other duties in agreement with the post holder and manager. Significant changes that may affect the role and responsibilities of the post or the job description would be managed through an agreed process in consultation with the Trade Unions.

Person specification

Specific Knowledge and Experience

Educated to degree level or demonstration of significant experience working in a similar sized organisation leading on the delivery of housing management/ neighbourhood services.

Experience of leading and motivating large teams and of people in an organisation of similar size and complexity, and proven professional excellence and leadership in one or more of the Neighbourhood management services of housing managements; income collection and financial inclusion; tenancy sustainment; lettings; ASB and estate services.

Current and strong understanding of Housing related regulation and legislation, alongside a knowledge of housing law, tenancy management, safeguarding, and welfare benefits systems.

General Knowledge, Experience and Skills

Inspiring others – providing a powerful sense of purpose that energises others to deliver a changing agenda.

Experience of working at senior level in cross-functional teams in order to progress corporate objectives. Produce board reports, briefings, presentations and correspondence and manage complaints.

External and customer focus – having a focus that is attuned to the national and regional agenda, understanding customers' changing needs; working collaboratively by breaking down barriers with partners and internally between departments.

Experience of successful involvement in and management of large scale or major projects.

Experience of leading and managing change whilst effectively motivating, empowering and generating commitment of employees. This is to include analysing and conceptualising problems, formulating and executing appropriate solutions and negotiating successful outcomes.

Experience of working effectively in a political environment, working with elected members and in cooperation with the public sector, third sector and private sector partners and stakeholders.

Managing organisational resources (financial, human and infrastructure) – running the business responsibly and assuring quality of service delivery.

Evidence of success in establishing effective performance measures and a performance culture that has achieved significant outcomes for service users .

Prepared to challenge constructively the current “as is” position and articulate the potential future opportunities.

Excellent communication skills, including the ability to promote understanding to a variety of audiences using a variety of communication channels and media. This is particularly in relation to children, young people and families and influencing very senior stakeholders.



Sheffield is a unique city in that the Peak District National Park sits within its boundary



Political judgement and skills in relationships and to be proactive in developing and maintaining constructive and ethical relationships.

Ability to understand financial and legal/contractual information and to develop innovate strategies to maximise service provision within tight financial limits and to maximise funding available.

Ability to work to deadlines and cope with pressures and setbacks.

Ensure high professional standards are maintained and compliance with appropriate procedures and statutory requirements with evidence of continuous professional development.

Qualifications

A relevant degree or equivalent professional qualification in Housing, Public Administration, or a related field is desirable

It is anticipated that this role will align to the scope and expectations of similar roles in Housing in relation to the forthcoming Competence and Conduct Standard which will require the postholder to hold a foundation degree or CIH level 5 qualification. We will support the successful applicant in getting this if they don't have this qualification, if necessary.

Professional Registration(s)

optional where essential requirement

Professional certifications or memberships, such as CIH may be preferred alongside evidence of continuous professional development.

Our Values

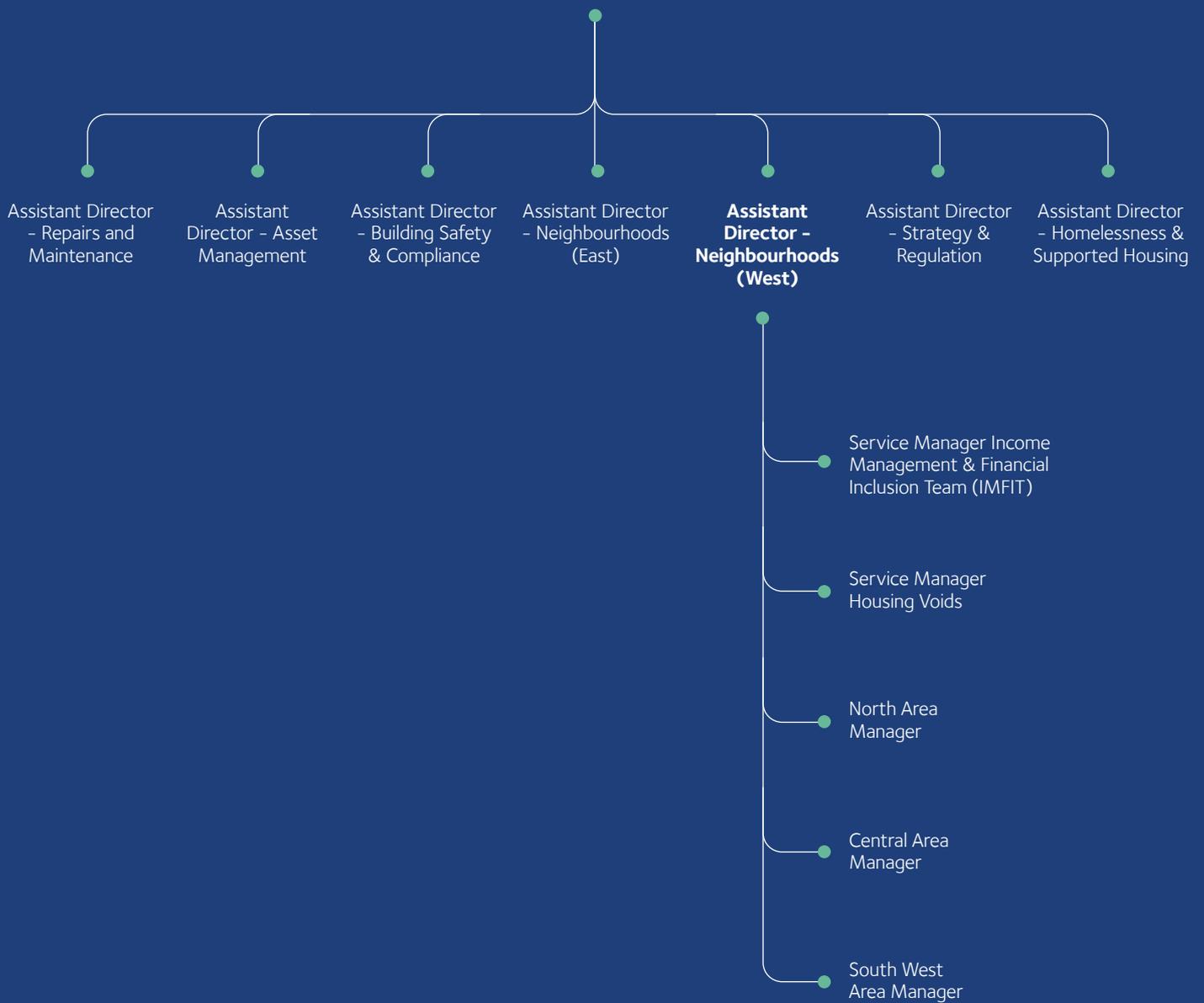
People are at the heart of what we do

Openness and honesty are important to us

Together we get things done

Structure chart

Director of Housing





Everyone in Sheffield has a home that supports good health and is suitable for their needs and aspirations



Key terms and conditions

The role

Assistant Director – Neighbourhoods
Remuneration package
£80,995 to £86,757.

Pension

You will be enrolled in the South Yorkshire Pension Scheme with employer contribution of 19%.

Annual leave

Your basic annual leave entitlement will be 30 days plus 8 bank holidays.

Working arrangements

Full time hours are 37 hours per week. However, given the seniority of the role, flexibility is essential, including evenings and occasional weekends.

Sheffield City Council has adopted hybrid working arrangements, so staff are typically in the office for two to three days per week. Visibility is crucial in this role, with staff, our stakeholders and across our operating areas, and particularly so as you settle into the role.

Probation and notice period

The probationary period for the role is six months, after which the notice period is three months.

Relocation package

Relocation support is available should you choose to relocate from another part of the country to within 25 miles of Sheffield. The amount available is £7,494.15, and is to cover expenses related to moving home, such as legal and estate agent fees, removal expenses.

Other benefits

A range of benefits are available for all colleagues including cycle and electric car salary sacrifice schemes, reduced rate private healthcare, and various other discounts and offers.

Key dates and the selection process

Closing date: 9am on Tuesday
21st April 2026

We will be in touch to let you know the outcome of your application by the end of the week.

First interviews: w/c 4th May
| via MS Teams

Longlisted candidates will be interviewed by a Campbell Tickell Panel.

We will be in touch to let you know the outcome of the interview the following week.

Final stage selection

Stakeholder conversations:
w/c 18th May 2026 | via Teams

Shortlisted candidates will have the opportunity to have conversation with senior staff, a selection of tenants, and other partners.

Final interview: w/c 25th May
2026 | in-person at Sheffield City
Council offices

There will be a final panel interview, led by James Clark.



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Assistant Director – Neighbourhoods

£80,995 to £86,757 | Sheffield

The spotlight on local authority housing has never been sharper. We know it's a tough environment, but it is also hugely fulfilling, because you get to make a positive difference in the lives of thousands of residents. And in this role, your influence will be felt right across a dynamic, diverse, and vibrant city.

While this is a senior position with responsibility for neighbourhood services across around 40,000 homes, it is also a post where the value of high-quality housing management is very well understood and firmly anchored within an ambitious strategic framework.

We are seeking a senior professional with extensive experience of housing management and neighbourhood services, gained in either a local authority or registered provider setting. You will have a strong track record of service improvement, including raising quality and performance, and importantly, ensuring residents, staff and partners are engaged and committed throughout the journey.

The regulatory landscape rightly prioritises safety, compliance, and resident engagement. At Sheffield, you will find a Council that shares this focus—not simply to satisfy regulators, but because these are the building

blocks that make neighbourhoods safe, thriving, and sustainable.

If you share our view of what housing management can and should deliver—providing residents with safe, high-quality homes; supporting communities and neighbourhoods to thrive; and ensuring equity in opportunity and access—then we would love to hear from you.

Please contact **Isabella Ajilore** at Isabella.Ajilore@campbelltickell.com to arrange a conversation. A job pack can be downloaded from:

www.campbelltickell.com/jobs/

Closing Date | 21st April 2026 (9am)



CAMPBELL
TICKELL

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