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| Job title | Housing Needs Manager |
| Strategic team | Adult & Community Services |
| Service | Housing Needs |
| Business unit | Community & Customer Services |
| Responsible to (day to day issues) | Divisional Director Community and Customer Services |
| Accountable to (line manager) | Divisional Director Community and Customer Services |
| Salary grade (spinal column points only) | L (46-49) |
| JE ref | ADC026 |

# 1. Key purpose of job

1.1 To lead and manage the Housing Needs Team and support the Head of Housing Needs in securing the continuous development, improvement, efficiency and success of the Community and Customer Services through effective planning, budget management, staff management and governance.

1.2 To set quality and professional standards and manage service delivery and have significant influence upon the structure and development of their area activity. The role will include developing and implementing operational plans which contribute to the longer-term plans for the area that will fit with broader functional and Council strategy.

1.3 To ensure the effective operational delivery of key frontline services, including a timely, high quality casework management service and customer-focussed contact arrangements. This will include developing and implementing clear procedures and professional standards to achieve excellence in day-to-day service delivery.

1.4 To lead, manage and improve performance of Housing Needs Team ensuring that the service is relevant, cost effective and customer focussed, that provides a quality front line assessment and advice service to meet the Council’s Statutory Prevention and Homelessness duties.

1.5 Act as a member of the management team contributing, influencing, and helping to shape service plans, policies and strategies that meet the aspirations and priorities of the authority.

1.6 To be responsible for providing expert guidance, training and support to the team in the provision of housing advice and options; assessment and referral; achieving homelessness prevention; supporting people to sustain their tenancies and achieve long-term positive outcomes; making offers of affordable alternative accommodation. Working with services to provide employment support, Housing Benefit liaison and case management.

1.7 Work in partnership with relevant internal and external partners to identify, develop and successfully implement a wide range of creative and innovative housing options solutions to prevent homelessness that meet the needs of the service and customer.

1.8 Represent the service internally and externally, providing and fully promoting a customer focussed service that always seeks to empower customers, particularly in order to maximise available housing options.

1.9 To exercise effective control over, quality and performance in the Housing Needs Service and develop appropriate improvement strategies and actions so that year on year improvements are made.

1.10 To work collaboratively with the Head of Housing Need to inform the strategic development of housing, homelessness and community safety work in Torbay.

# 2. Anticipated outcomes of post

2.1 The delivery of an effective and efficient Housing Needs, homeless prevention and statutory homelessness assessment service.

2.2 Manage change successfully, promote improvements in performance and quality standards, and eliminate the cause of service failure through effective performance monitoring systems.

2.3 Customer expectations are managed through local service delivery that is developed in a multi-agency way that is flexible and meets changing local need.

2.4 Contribute to the delivery of a cost-effective service maximising the efficient use of all resources utilised within the business.

2.5 The provision of a service that is integrated with Health, Children’s Services, Criminal Justice agencies and other organisations providing better and more effective outcomes for all clients in Torbay.

2.6 That innovative sustainable partnership arrangements exist to ensure the effective delivery of services that address the vulnerability and safeguarding of individuals.

# 3. List key duties and accountabilities of the post

**Leadership**

3.1 Work collaboratively with colleagues on the Senior Management Team (SMT) and make a positive contribution to the delivery of the service, this will include working flexibly and positively to achieve the objectives of the Council.

3.2 Contribute to creating a management culture within the team which is customer-focussed, flexible and striving for continuous improvement.

3.3 Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capability, motivating and mentoring them to better meet the current and future requirements of the service.

3.4 The post holder will be expected to provide effective line management support ensuring delivery of Team objectives to support staff and undertake staff appraisals

3.5 To recognise and reward excellent performance and deal effectively with poor performance.

3.6 To champion innovation and creativity in design and delivery of services by critically assessing and challenging, therefore developing employees to create a culture where they feel able to generate imaginative and effective solutions to service delivery.

3.7 Represent the Council on a variety of forums and multi-agency public protection panels, as required, and ensure that the information required to assist the minimisation of risk is communicated in an appropriate and timely manner.

**Strategy**

3.8 Ensure that the Council’s statutory duties under housing and homelessness legislation are correctly determined and administered, including undertaking reviews of homelessness decisions.

3.9 Maintain an ongoing and in-depth knowledge and understanding of relevant housing and homelessness legislation to deliver an effective and efficient service.

3.10 Implement a range of tools and protocols to prevent homelessness and reduce use of temporary accommodation.

3.11 Facilitate and participate in cross-service and multi-agency working to deliver specific elements of the Council’s Housing, Homelessness and Rough Sleeping Strategy.

3.12 To manage the Council’s stock of temporary accommodation, ensuring that it provides excellent value for money and meets the housing needs of homeless households until the Council is able to discharge its duty to them under the homelessness legislation.

3.13 Assist and contribute in the development of the Homelessness Strategy and ensure delivery amongst partners of joint action plans.

3.14 To keep abreast of changes to Government legislation in relation to political climate, demands, local news and its implications on the service.

3.15 Develop and maintain close working relations with Council services and a wide range of other stakeholders, to facilitate the flow of information, encourage joint working and co-operation, achieve the prompt resolution of complex problems, and ensure that, even where an input is required from a number of teams, service delivery is well co-ordinated, and the service user is kept fully informed of developments.

**Operation and Management**

3.16 Responsible for the delivery of services relating to Devon Home Choice ensuring that all applications for housing are determined and progressed in accordance with the Council’s policies and procedures. To ensure that statutory duties are discharged in accordance with the relevant legislation.

3.17 Manage, maintain and participate in an effective service for receiving and responding to homelessness applications out of normal office hours including participation in the Council’s Emergency Planning arrangements.

3.18 Carry out homelessness reviews and preparation as required for any subsequent legal action.

**Performance Management and Resources**

3.19 To develop and manage a performance culture within the team, including performance target setting, monitoring key areas of team activity and benchmarking.

3.20 To produce regular and accurate management information and performance data.

3.21 To promote the highest standards of probity and resource management.

3.22 Responsible for the delivery of Team/Service Plans and ensure the Housing Needs Team achieve the targets set.

3.23 To ensure that performance systems are in place to provide information on performance, as requested, and use of this information to maintain the continuous improvement of services.

3.24 Proactively monitor designated budgets within agreed financial limits to provide value for money in delivering services and maximise the achievement of Council policy.

3.25 To assist in the preparation of annual budgets for the Housing Options service, monitor performance and take corrective action where necessary.

3.26 To be a key team member providing flexible support within the service responding to emergency business continuity issues and to play a key role in the Housing Management Team.

# 4. Budgetary/Financial Responsibilities of the post

4.1 To be responsible for the operational budget allocated to prevent and relieve homelessness. revenue budget (including staff) and commissioned services allocated to the post holder.

4.2 Responsible for monitoring the budget for the Housing Needs Team, including temporary accommodation, raising any issues with the Head of Housing Need. Maintaining robust financial controls that ensure effective budget management delivered in accordance with the Council’s financial regulations.

# 5. Supervision/Line Management Responsibilities of the post

5.1 The postholder has line management responsibility for the Housing Needs Team (see structure attached)

5.2 Any specialist staff obtained under grant funding etc will also report directly to this post.

# 6. Working environment and conditions of the post

6.1 The postholder will be required to work occasionally outside of normal office hours to deliver the teams objectives and/or respond to emergency incidents that require the re-housing of individuals.

6.2 Normal working environment and conditions.

# 7. Physical demands of the post

7.1 Normal physical effort.

# 8. Specific resources used by the post

8.1 The use of mobile office technology as part of agile working, e.g. laptop, tablets, etc.

# 9. Key contacts and relationships

**External**

Registered Providers Landlords, Police, Clinical Commissioning Group/Central Government**,** Other Local Authorities**,** Other public sector organisations**,** The Council’s auditors**,** Private and voluntary organisations and employers, partner agencies including businesses Forums and/ Chamber of Trade

**Internal**

Executive Members**,** Other Elected Members**,** All Director**,** Senior staff across the Council**,** Trades Unions**,** Employees at all levels across the Council

# 10. Other duties

To undertake additional duties as required, commensurate with the level of the job.

# Other Information

* All staff must commit to Equal Opportunities and Anti-Discriminatory Practice.
* The Council operates a Smoke-Free Policy, and the post-holder is prohibited from smoking in any of the Council's buildings (including Council owned and Council leased buildings, but excluding designated areas in residential schemes), enclosed spaces within the curtilage of buildings, and Council vehicles. The Council does not permit smoking breaks within work time, however, in services where the flexi-scheme is in operation, employees may take reasonable break times outside of core hours, in accordance with flexi-time arrangements. Employees should follow the flexi-scheme procedure for agreeing time away from their duties in the normal manner with their immediate colleagues and line manager, with break start and finish times being recorded, as with any other break-time arrangement.
* The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.
* The post-holder must comply with the Council’s Health and Safety requirements as outlined in the H&S policy appropriate to the role.
* This post is office based at either Town Hall, but the post holder may be required to move their base to any other location within the Council at a future date.
* The post is eligible for both hybrid and permanent home working.
* The post-holder must be committed to the Council’s Core Values for employees – “Torbay Council employees are committed to being forward thinking, people orientated and adaptable - always with integrity”. Evidence will be sought during the probation and appraisal processes.
* If you are required to use your own vehicle on Council business or drive a council vehicle you will be asked to provide information on any driving endorsements by accessing [www.gov.uk/view-driving-licence](http://www.gov.uk/view-driving-licence) and providing a code to your Line Manager in order to share your driving licence information with the Council.
* You will be asked to complete a Criminal Records Self Declaration Form. Criminal convictions will only be taken into account when they are relevant to the post. You will only be asked to disclose ‘unspent’ convictions.
* Torbay Council is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo the checks appropriate to the post applied for.
* The post holder is expected to work in a way that ensures vulnerable children and adults are safeguarded and report any safeguarding concerns in accordance with established policies and procedures.
* As this post meets the requirements of the Immigration Act 2017 (part 7) the ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for the post.

# Person Specification

## Note for Candidate

### All Candidates

The supporting statement on your application form will be used to assess ability to meet the essential requirements of the role, so you should explain how you meet each of the numbered essential requirements within your supporting statement.

In a competitive situation, the desirable criteria may be taken into consideration, so you are encouraged to show how you also meet each of the desirable criteria.

### Candidates who consider that they have a disability

Reasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.

If you consider yourself to have a disability you should indicate this on your application form, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview.

Wherever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process.

If you have indicated that you have a disability on your application form you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role.

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## Skills and effectiveness

### Essential skills and effectiveness

1. Effective use of a range of communication skills including face to face, email, telephone, formal and informal reports and in presentations taking into account issues of confidentiality.
2. Ability to analyse, interpret and present complex information with clarity, tact, and purpose in all relevant situations especially those of a sensitive and emotional nature.
3. Ability to make complex decisions based on facts, multi-agency intelligence and legislative powers.
4. Good organisational ability, particularly self-organisation, ability to see tasks through to a successful conclusion.
5. Self-motivated with the ability to work on own initiative, organise workload and manage that of others ensuring service priorities are met.
6. Attention to detail and ability to maintain accurate records to the standards of Court work.
7. Effective negotiation skills to establish partnerships and innovative joint working practices.
8. Able to elicit information from service users, carers and professional staff surrounding a wide range of topics.
9. Ability to think and act creatively to apply unique solutions to problem solving in this area of work based on experience and in-depth knowledge of this area of work.

### Desirable skills and effectiveness

1. Excellent computer skills including use of Database and Excel.
2. Experience of contract management.

## Knowledge

### Essential knowledge

1. In depth knowledge of the duties owed to customers threatened with homelessness under Part VII of the Housing Act 1996 and the Homelessness Act 2002, Homelessness Reduction Act 2017.
2. In depth knowledge of homelessness legislation including case law and housing related legislation including the roles and responsibilities associated with homeless prevention and the pursuit of wider housing options.
3. A detailed understanding of the services available to customers seeking help and accommodation provided by other organisations, both statutory and voluntary.
4. In-depth knowledge of risk assessments and safeguarding practices to ensure the safety of clients.
5. Knowledge of legal and professional matters in relation to other associated service areas to ensure a seamless approach.
6. Working knowledge of the Mental Health Act 1983, Mental Capacity Act 2005, Children’s Act 1989, Domestic Abuse Act 2021 and subsequent legislation as it affects the client group.
7. Knowledge of welfare rights and benefits.

### Desirable knowledge

1. Knowledge of Housing Standards legislation and appropriateness of accommodation standards.

## Experience and achievements

### Essential experience and achievements

1. Proven track record of successfully leading, managing and motivating teams within Homelessness and/or Allocations with a clear focus on team engagement.
2. Track record of achievement at a management level delivering customer focused services and service improvements, managing demands and pressures on the service and tight deadlines.
3. Demonstrable experience of reducing use of emergency and temporary accommodation.
4. Experience of working in partnership with a number of agencies to achieve positive outcomes for customers.
5. Experience of monitoring budgets, including efficiencies to achieve value for money.
6. Experience of communicating detailed technical information so that it is understood by service users, staff, senior officers and Councillors.
7. Experience of devising team and individual training plans.
8. Experience of delivering service improvements through systems thinking and the application of technology taking into account customer insight.
9. Experience of complex case management., attending and chairing complex meetings.
10. Experience of preparing funding applications.

### Desirable experience and achievements

1. Writing procedural and strategic documents on subject area and successfully developing strategies, policies and service initiatives working collaboratively with partners and staff, to deliver improvements.
2. Experience of the effective investigation and preparation of cases for prosecution in relation to Housing.
3. Preparing legal notices, prosecution files and other documents.

## Qualifications/professional memberships

### Essential qualifications/professional memberships

1. Educated to degree level standard (including HND, professional/enhanced skill qualification) or equivalent or demonstrable work-related experience in appropriate areas.
2. Management qualification ILM Level 3 or above.
3. Evidence of significant relevant Continuing Professional Development (CPD)

### Desirable qualifications/professional memberships

1. PRINCE2 Project Management.
2. HHSRS Qualification.
3. Member of the Chartered Institute of Housing.

## Essential – Other requirements of the job role

1. Demonstrates a commitment to safeguard and promote the welfare of children and young people
2. Ability to travel efficiently around the Bay/Southwest/UK in order to carry out duties
3. Ability to accommodate occasional home-working.