

## Lancaster City Council - Job Description & Person Specification

<b>Job Title:</b>	Housing Options Assistant Manager (Housing Advice)	<b>Grade:</b>	GG511	<b>Job Code:</b>	LCC648
<b>Service/Team:</b>	Housing / Housing Options	<b>Role Type:</b> *Delete as appropriate	HYBRID / HYB/CSV / FIXED / COMM	<b>Reports to:</b> *Title & LCC Code	Principal Housing Options Manager LCC190
<b>Line Manages:</b> *Title/s & LCC Code	Housing Options Housing Advice officers / Homeless Prevention Officers/Housing Options Admin				

### Job Overview

#### Overview

- To have a shared responsibility with the Principal Housing Options Manager to guide, coach, support and motivate the Housing Options team, with a particular emphasis on their Training and Development
- To manage review and improve performance of the Housing Options Team ensuring that the service is relevant, cost effective and customer focused that provides a quality front line assessment and advice service to meet the Council's Statutory Prevention and Homelessness duties.
- Ensure that the Council's statutory duties under housing and homelessness legislation are correctly determined and administered, including undertaking reviews of homelessness decisions
- Contribute to influencing and helping to shape service plans, policies and strategies that meet the aspirations and priorities of the Council.
- 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. To promote continuous improvement. To exercise effective control over budgets, quality and performance
- To deputise for the Principal Housing Options Manager in their absence
- To improve customer service standards

#### Direct Responsibilities

- Maintain an on-going and in-depth knowledge and understanding of relevant housing and homelessness legislation in order to deliver an effective and efficient service to maintain the reputation of the Housing Options team
- Develop implement and review a range of tools and protocols to prevent homelessness and reduce use of temporary accommodation.
- To procure, let and manage temporary accommodation placements 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.
- Responsible for Suppliers and Sub-Contractors in relation to Procurement, Service Level Agreements and resolving complex issues which may arise and maintain effect partnership arrangements.
- To contribute to the development of the Homelessness Strategy and ensure delivery of joint actions plans.
- Ensure and deliver a robust Winter Plan is in place which is reviewed annually with stakeholders.
- Be responsible for looking at local trends within the housing market that affect Housing Options service provision and links with affordability as a result of the market and welfare provision.
- To keep abreast of changes to government legislation in relation to political climate, demands, local news and its implications on the Service.

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- To contribute data, analysis and commentary to the council's strategies, departmental documentation, policies and plans.
- Provide regular performance management and monitoring of all relevant data and statistics relating to the Homelessness Reduction Act 2017 both locally and to central government and make relevant recommendations where necessary.
- Submit quarterly H-Click data and monthly Rough Sleeper data
- Develop and maintain close working relations with Council services and a wide range of other stakeholders, in order 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 coordinated and the service user is kept fully informed of developments.
- To manage the rota for the out of hours service and effectively monitor, maintain and where required participate in supporting an effective service for receiving and responding to homelessness applications out of normal office hours, including participation in the Emergency Planning arrangements.
- Work flexibly in the interests of the service – this may include undertaking other duties if these are appropriate to the duties and responsibilities of the post.
- To ensure appropriate practices are adopted across the service area for the storage, handling and destruction of sensitive personal data in accordance with the Data Protection and Document Retention Policies and to follow best practice principles in own areas of work

### **Primary Measurable Objectives**

- To manage and improve performance of Housing Options Team ensuring that the service is relevant, cost effective and customer focused that provides a quality front line assessment and advice service to meet the Council's Statutory Prevention and Homelessness duties
- Contribute to the development of, and ensure the implementation of operational strategy, service planning and development in your area of responsibility including leading on one or more aspect of operational strategy, planning and development.
- Secure the commitment and support of your team to the delivery of exceptional customer service across the housing service ensuring that the improvement of our customers' quality of life, and the improvement of the places they live in, is the major priority for the service.
- Make decisions relating to the management and provision of services. Make significant contribution to the development and review of policy and procedures within their specific remit impacting across asset management functions.
- Develop and manage external partnerships in relation to Homelessness in particular, statutory agencies, the private rented sector, registered housing and support providers, health and the voluntary sector as well as other local authorities within the District.

### **Staff Management Responsibilities**

- Provide day to day operational management and supervision to a team of individuals delivering housing options and temporary accommodation to customers.
- Jointly responsible for the direct supervision of the team and resources.
- Assist with the implementation and monitor effective policies, plans and procedures to ensure resources are deployed in the right way to comply with relevant legislation and outcomes are achieved for customers.
- Identify, design, and assist in the delivery of training and awareness to relevant staff across the workforce to ensure a highly skilled and knowledgeable workforce.
- Monitor performance of the team and ensure regular monitoring of caseload and individual support to staff to ensure compliance and quality standards are being achieved.

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- To manage and direct staff, ensuring that they operate efficiently and flexibly and are orientated towards meeting the needs of external customers/tenants and internal colleagues. To maintain high levels of attendance, motivation, and discipline within the service.
- Provide and consider appropriate advice in relation to operational and strategic decision making. Decisions will be made on appropriate guidance to staff and interpretation of legislation, policy, and strategy and in compliance with relevant statutory duties.
- To act as lead officer to manage, empower and motivate staff to develop new skills and embrace service change through a performance management framework. To lead on wellbeing initiatives
- To deputise in the absence of the Principle Housing Options Manager.
- To represent and deputise for the Principal Housing Options Manager as appropriate and attend any meetings as required.
- To support health and safety across the team, by modelling best practice, ensuring that the service area adopts safe systems of work and that employees are trained and competent to undertake their duties.
- To take account of your own, other people's health, wellbeing, and address any safety concerns raised.

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Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
<b>Specialised Qualifications &amp; Training</b>	<ul style="list-style-type: none"> <li>• Possession of a housing relevant degree or minimum of 2 'A' level passes (or equivalent)</li> </ul>	<ul style="list-style-type: none"> <li>• Possession of Qualification of the Chartered Institute of Housing</li> </ul>	App Form, Interview, Certificate
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Working in a housing options team or other Housing sector role for at least 5 years. Excellent leadership and people management skills, including leading, motivating, team building and staff development.</li> <li>• Able to lead and manage housing options service, to achieve an excellent public profile and maximum customer satisfaction.</li> <li>• Experience of monitoring and evaluating the key service responsibilities that fall within the remit of this post.</li> <li>• Experience of developing and maintaining strong partnerships with the ability to influence and negotiate.</li> <li>• Effective and efficient planning skills.</li> <li>• Influencing, leading, motivating and inspiring others to deliver excellence.</li> <li>• Financial literacy commensurate to the role with the ability to manage budgets and deliver value for money.</li> </ul>	<ul style="list-style-type: none"> <li>• Project Management and the ability to deliver under pressure.</li> <li>• Ability to produce performance and service data.</li> </ul>	App Form, Interview

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	<ul style="list-style-type: none"> <li>IT literate.</li> <li>Strong intellect with the ability to interpret relevant information, analyse complex data, review alternative solutions and come to speedy well-informed conclusions; ability to generate innovative solutions and ideas.</li> </ul>		
<b>Job Related Skills, Knowledge &amp; Abilities</b>	<ul style="list-style-type: none"> <li>A thorough understanding of the statutory and/or regulatory framework within the service including a detailed knowledge of Housing Act 1996 Part VI and VII as amended by the Localism Act 2011 and Housing Act 1988 as amended by the Homelessness Act 2002, Homeless Reduction Act 2017 and the relevant codes of guidance.</li> <li>A good understanding of Welfare Reform System</li> <li>Clear understanding of allocations and lettings issues with a detailed knowledge of current trends and initiatives in the sector.</li> <li>A good knowledge of current working practices and of private sector housing issues.</li> </ul>		App Form, Interview
<b>Personal Attributes</b> Including Interpersonal & Communication Skills	<ul style="list-style-type: none"> <li>Highly developed interpersonal communication skills with the ability to influence and engage a wide range of people including panel's</li> </ul>		App Form, Interview

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	<p>partnership meetings internal staff and other stakeholders working within the legal framework for public sector bodies in respect of communications, particularly Data Protection.</p>		
<b>Special Requirements/Other</b>	<ul style="list-style-type: none"> <li>• The hours of work are 37 hours per week, working Monday to Friday. Standby Out of House Emergency Duty Cover on a rota basis.</li> <li>• A full current UK driving licence is essential, as the post holder will be required to travel around the district and respond to emergencies.</li> </ul>		App Form, Interview

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### **Additional information**

#### Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

#### General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

#### Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

#### Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

#### Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

#### Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

#### Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

#### Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

<b>Employee Signature:</b>		<b>Print name:</b>		<b>Date:</b>	
<b>Manager Signature:</b>		<b>Print name:</b>		<b>Date:</b>	