



JOB PROFILE

Post No.	60103
Post Title:	Housing Options Team Leader
Unit/Team:	Strategic Housing
Grade:	Grade G
Service:	Housing
Reports to:	Strategic Housing Manager
Issue Date:	February 2010

PURPOSE OF THE JOB

To provide high-quality and customer-focused housing options to the public through effective leadership of the Housing Options Team, partnership working and strategic planning.

To do this in accordance with homelessness legislation, guidance and the priorities set out in the Corporate Strategy, Housing Strategy, Homelessness Strategy and other corporate strategies.

1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- 1.1 To provide a high-quality, customer focused service and use a wide range of data sources to establish and maintain a number of customer-centred performance measures for the service, review the service regularly using systems-thinking principles (training will be provided) and feed back information to partners and government agencies to agreed standards and deadlines.
- 1.2 To lead and manage the service effectively ensuring through regular 1-1 meetings, appraisals and team meetings that staff are supported, receive feedback on their performance and understand their expected contribution to meeting corporate aims.
- 1.3 To be the technical expert in legislation, guidance, casework and good practice related to housing lettings, homelessness and unlawful eviction, including the Housing Act 1996 (parts VI and VII), the 2002 Homelessness Act and Code of Guidance.
- 1.4 To ensure that team members are highly trained in their areas of responsibility and monitor the quality of decision-making within the team, taking action to improve this where necessary.
- 1.5 Regularly review homelessness files and case notes to ensure that they are easy to understand and professionally maintained.

- 1.6 To manage effectively the day-to-day running of UChoose, the choice-based lettings allocation scheme in Rugby, including reviewing annually the Common Allocations Policy with partner organisations to ensure that it meets the housing needs of our customers.
- 1.7 To develop effective monitoring mechanisms with partners to ensure that services meet the needs of customers.
- 1.8 To prepare reports for the Strategic Housing Manager, including reports to councillors and cabinet.
- 1.9 Develop strategies related to housing options and implement action plans working in partnership with other organisations where needed.
- 1.10 Represent the Council at local, sub-regional and regional meetings and forums.
- 1.11 Work with partner organisations to develop support mechanisms and initiatives to prevent homelessness including for young single people and vulnerable groups.
- 1.12 Monitor the effectiveness of the Independent Housing Advice Service and other support services where applicable.
- 1.13 Develop effective working relationships with internal teams including Housing Benefits to ensure that customer's needs are met.
- 1.14 Ensure that appropriate emergency temporary accommodation is provided in line with homelessness legislation and the code of guidance.
- 1.15 Manage any permanent or temporary accommodation provided for homeless people by the Council.
- 1.16 Provide accurate statistical returns to central government to deadline.

2. OTHER DUTIES AND RESPONSIBILITIES

- 2.1 Arrange and attend case conferences involving other agencies and statutory bodies.
- 2.2 Working with partner organisations consult with customers to develop a clear understanding of need, aspirations, and the quality of services and make recommendations to partners through the Homelessness Forum.
- 2.3 To participate in the Council's recruitment and selection process and monitor new recruits performance through regular 1-1 meetings and appraisals.
- 2.4 Be aware of Health and Safety legislation and so far as is reasonably practicable ensure compliance with health and safety legislation and the Council's Health and Safety policies.
- 2.5 Undertake any other duties which are reasonably required to perform the duties of the role.

3. SUPERVISORY RESPONSIBILITIES

Responsible for the direct management of all staff within the Team

4. FINANCIAL RESPONSIBILITIES

Responsible for authorising payments of temporary accommodation

Responsible for ensuring value for money when arranging temporary accommodation.

Financial Rules and Procedures

The Council's rules and procedures for all financial activities are set out in the Council's Constitution within Contract Standing Orders (part 3f) and Financial Standing Orders (part 3g). More detailed guidance on specific financial activities is provided in a series of Financial Instructions.

Copies of these documents will be available within each service and are also shown in full on the Council's intranet site.

All employees who carry out any financial activities must ensure that they are familiar with, and comply with at all times, the Council's financial rules and procedures.

5. RISK MANAGEMENT & BUSINESS CONTINUITY

Play an active role in identifying, managing and controlling risks relating to the business activities of the Service

6. MAJOR EMERGENCY PLAN

The Council has a duty under the Civil Contingency Act to have a Major Emergency Plan (MEP) in place.

It is a requirement that all employees who are named in the plan agree that their personal contact details can be contained within the MEP (this document is only issued under control to those that need it for call out purposes).

7. EQUAL OPPORTUNITIES AND DIVERSITY

Demonstrate awareness and understanding of, and commitment to, Equal Opportunities and Diversity, showing respect, consideration and sensitivity to people's needs and ensuring that the Council's policies are adhered to and demonstrated in all contact with customers, colleagues, other agencies and stakeholders.

8. DATA QUALITY

Have a responsibility for ensuring that information created, received, acted upon or passed on is accurate in conjunction with the Council's Data Quality Strategy.

Be aware of how the day to day activities of the post contribute to the calculations of performance indicators and other key business information on which key decisions are based.

9. EXTENT OF PUBLIC CONTACT

Voluntary and statutory agencies.
Customers
Local authorities
GP's
Health Visitors
Housing associations
Solicitors and other professional organisations
Councillors.

10. WORKING CONDITIONS AND ENVIRONMENT

Flexible working hours between 8 am and 6 pm, Monday to Friday.

Office-based with some out of office working with other agencies.

11. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS

Refer to Person Specification attached.

Signed as agreed:

Manager

Date

Postholder

Date

PERSON SPECIFICATION



Post: 60103 Housing Options Team Leader

For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

Criteria	Essential/ Desirable	Method of Assessment
A comprehensive knowledge and experience of homelessness and allocations legislation, guidance and good practice.	E	
Minimum of 2-years experience of working in homelessness and allocations for a local authority or housing association.	E	
Supervisory experience or evidence of successfully using team leadership skills.	E	
Full Driving Licence	E	
Membership of the Chartered Institute of Housing through professional qualification in housing management.	D	
A management qualification.	D	

Application	A
Interview	I
Test (written, presentation, practical – eg word processing)	T
References	R
Documentary – eg certificates	D