

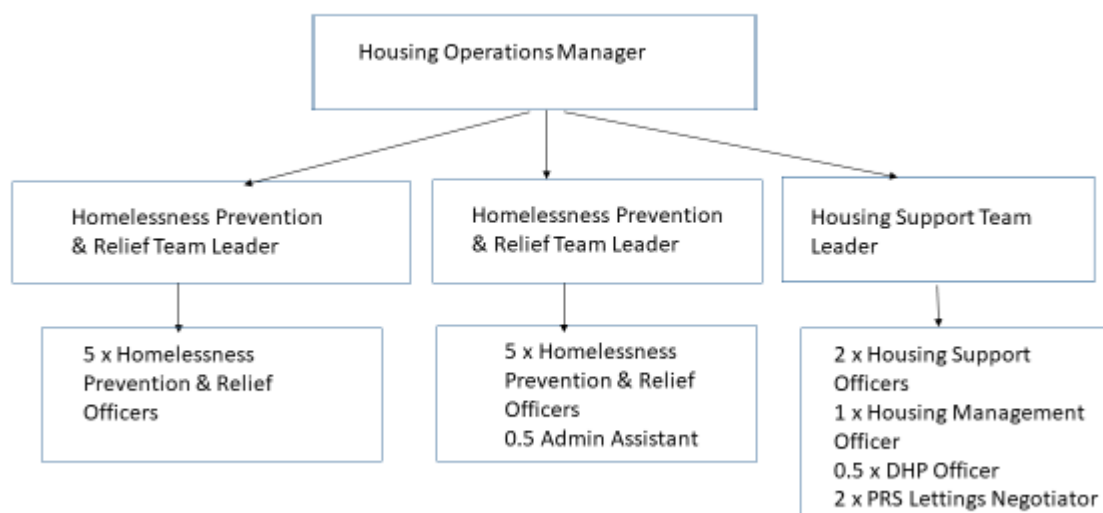
Job Description and Person Specification

Job title:	Housing Operations Manager
Directorate:	Places
Service:	Development and Planning
Team:	Housing
Post number:	03142
Salary grade:	L
Work location:	Market Street
Reports to:	Housing Service Manager
Supervises:	Senior Housing Options Officer, Senior Housing Officer, Housing Management Officer

Job Purpose

To provide effective leadership and manage the Housing Operations Team to deliver exceptional services including housing options, homelessness and prevention services, management of the Common Housing Register, temporary accommodation management, and management of Gypsy and Traveller provision.

Structure Chart



Main Duties and Responsibilities

- To be responsible for the effective day to day management of homelessness services, including prevention and relief, housing options and advice, housing-related support, housing-related grant applications and the management of temporary accommodation.

Main Duties and Responsibilities

- To be responsible for the effective day to day management of the Common Housing Register.
- To maintain professional knowledge of current legislation, case law and best practice, particularly with respect to allocations, homelessness, security of tenure, protection from eviction, disrepair, rents, debt recovery, long-leases and local housing market data, providing specialist advice to colleagues both within and outside of the Housing Service in order to maximise homelessness prevention and deliver excellent customer service.
- To act as the lead Housing professional at relevant multi-agency groups, meetings, case conferences and other Professionals meetings, ensuring that actions are fed back to relevant officers and completed, and that appropriate cover is provided when you are unable to attend. To increase awareness of the work of the Service and promote good working relationships with all internal and external partners and agencies.
- To effectively manage the Council's Gypsy & Traveller site, to include but not limited to, income management, repairs, housing management and enforcement actions.
- To deal with general correspondence, and draft responses to enquiries and complaints from service users, Councillors' and MPs', ensuring that they are accurately recorded and correspondence deadlines are met and to provide information relating to Freedom of Information requests, as appropriate.
- Assist the Housing Service Manager with the monitoring of all budgets within the Housing Operations Service maintaining an accurate record of all expenditure, providing accurate forecasts with specific responsibility for temporary accommodation, Gypsy & Traveller sites, DIYSOs, homelessness prevention, DHP, rolling leases and housing options and advice.
- To authorise expenditure orders on the Agresso IT system and liaise with Finance to ensure the prompt payment of invoices in line with the Council's Financial Constitution.
- To provide leadership, direction, coaching, support and supervision for the day-to-day work of direct reports, including regular supervisions and annual appraisals and to ensure the achievement of high standards and targets in all aspects of assessment work through objective-setting, planning and monitoring of staff development.
- To ensure that Housing Service policies and procedures are regularly reviewed and updated, taking account of current legislation and case law.
- To ensure the adequate supply of temporary accommodation, through negotiations with Registered Providers and Private Landlords, purchasing shares in DIYSO properties and through the Capital Programme, as and when authorised to do so.
- To keep appraised of opportunities for funding and to prepare, or contribute towards the preparation of bids.
- To deputise for the Housing Service Manager during periods of absence, or upon request.
- To conduct statutory reviews in relation to prevention, relief and homelessness.
- To assist the Housing Service Manager in the preparation and consultation of the Housing and Homelessness Strategies.
- Promote equality as an integral part of the role, treating everyone with fairness and dignity.

Main Duties and Responsibilities

- Comply with WBC health and safety policies, procedures and rules, taking reasonable care of self and others.
- Adhere to the standards set out in the WBC competency framework.

Scope (impact on/control of resources, people, money etc)

- Responsible for the effective management of a team of 20+ housing professionals across multiple disciplines to ensure the effective management of temporary accommodation, Gypsy and Traveller provision, housing options and homelessness prevention services, housing-related support and Common Housing Register administration to ensure that the Council adheres to its statutory obligations.
- Control of Discretionary Housing Payment, Homelessness, Temporary Accommodation and Private Rented Sector funds in excess of £1 million.

Person Specification

Qualifications	Essential/ Desirable	HR use only
Educated to degree standard	E	1
Professional Housing Qualification	E	2
Membership of the CIH	E	3
Up to date Continuous Professional Development (CPD)	E	4
Police and Criminal Evidence (PACE) trained	D	1
Leadership and Management qualification	D	2
Project Management qualification	D	3
Experience		
Minimum of three years' experience in managing multi-disciplined teams	E	1
Experience of partnership working	E	2
Experience of dealing with and managing homelessness	E	1
Experience in developing services for people with specific needs, including physical and mental health conditions, substance and alcohol misuse, offenders, care leavers, refugees and victims and perpetrators of domestic abuse	E	3
Experience of collecting and collating data, drafting reports and evaluating services	E	4
Experience in representing organisations in court, both as Claimant and Defendant	E	5
Experience of managing complex cases and reviews	D	1
Experience of service improvements and service re-design	D	2
Knowledge and understanding		
Knowledge of legislation in relation to children and young people, including the Southwark Judgement and subsequent joint assessment protocols	E	1
Good and current knowledge of legislation and case law in relation to housing, homelessness and allocations	E	2
Good working knowledge of relevant local and national services	D	1
Knowledge of the welfare reform and how they affect different households	E	3

Skills and abilities		
Ability to use Outlook, and a web browser to access information	E	1
Ability to use Microsoft Office (Word, Excel, PowerPoint etc)	E	2
Able to identify opportunities for service improvement and design improvements	E	3
Established influencing and negotiating skills	E	4
Confident communicator - face-to-face, via telephone and in writing through letter and email	E	5
Ability to appropriately delegate tasks to ensure consistent workloads across the team	E	6
Able to negotiate effectively with senior managers internally and externally to achieve operational and policy objectives	E	7
Ability to act as Chair at a range of professionals meetings and case conferences	E	8
Ability to analyse written information and establish/revise policies and procedures	E	9
Ability to work with minimum supervision and to make difficult decisions under pressure, sometimes with limited information	E	10
Ability to take control of challenging situations instructing service users and/or external agencies	E	11
Work-related personal qualities		
Excellent inter-personal skills relating to staff management where staff are working in highly stressful and pressurised environments	E	1
Approachable nature sufficient to instill confidence in staff, other professionals and service users	E	2
Creativity and innovation	D	1
Other work-related requirements		
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016, and therefore the ability to fulfill all spoken aspects of the role with confidence in English will be required. Conversing at ease with members of the public (including pupils), providing advice and using any specialist terminology appropriate to the role is essential for the post	E	1
Willingness to attend out-of-hours events and meetings	E	2
Full UK driving licence and access to a vehicle for business use	E	3
Enhanced DBS check with relevant barred list/s	Yes/No	
Is this post politically restricted?	Yes/No	