

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE: Resources

DIVISION: Finance

JOB TITLE: **Supported Accommodation Team Manager**

ROLE PROFILE

Job Title:	Supported Accommodation Team Manager
Directorate:	Resources
Division:	Finance
Grade:	Grade 12
Hours (per week):	36
Reports to:	Benefit Manager
Responsible for:	4 Supported accommodation officers, 1 Supported accommodation and inspection officer and 8 Benefit officers
Role Purpose and Role Dimensions:	<p>The purpose of this role is to ensure value for money for the council in respect of the supported accommodation caseload within the borough as well as ensuring the quality of the accommodation for vulnerable residents.</p> <p>To ensure that all aspects of service provision relating to benefit entitlement, housing and council tax benefits, comply with relevant regulations, case law and Council policies and protect the Council's financial position in terms of minimising subsidy loss.</p> <p>To develop effective management information systems to meet statutory and senior management requirements, and to enable the efficient targeting and monitoring of resources in line with Council objectives.</p> <p>To effectively manage a team of supported accommodation officers and Benefit Assessment Officers who will be reviewing current housing benefit cases as well as providers of supported accommodation within the borough.</p> <p>To oversee and create a joined up approach to Supported Exempt Accommodation across the council.</p>
Commitment to Diversity:	The council has a strong commitment to achieving equality of

opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Key External Contacts:

- Department of Work and Pensions
- External Support providers/agencies
- Referral agencies
- Neighbouring Local Authorities
- Third sector and partner organisations
- The Ombudsman
- Rent Officer Services
- Members of the public
- Voluntary advice bodies

Key Internal Contacts:

- Corporate Fraud Team
- Members of the Council
- Housing Benefit Managers
- Commissioners across the Council
- Benefits Team
- Council Tax Team
- Corporate Complaints team

Financial Dimensions:

Responsible for monitoring and reducing the subsidy loss occurred by the council in respect of Supported accommodation which is currently in excess of £6million annually.

Key Areas for Decision Making:

Monitoring subsidy spend to ensure the loss to the council is reducing based on the team carrying out reviews of existing and new claims.

Making decisions based on information gathered by the team as well as through meetings with providers, about whether or not a landlord meets the criteria of an SEA landlord.

Reviewing cases referred by the team that need further consideration regarding individual decisions.

Resource planning to ensure workloads are dealt with in a timely manner and within the 30 day target.

Ensuring that service provision does not exceed the allocated budget

Other Considerations:

This is a description of the overall responsibilities and outcomes of this role and not an exhaustive list indicating specific duties. The key result areas may change over time as requirements or

circumstances change and other results and outcomes become necessary. The person in the post may also have to carry out such other duties as may be necessary from time to time.

This role will involve traveling round the borough to carry out visits to SEA properties within Croydon.

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

select from drop down

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
[\(Click here for guidance on ROA \)](#)

select from drop down

Key Accountabilities and Result Areas:

Key Elements:

Service Delivery

- Manage, supervise and motivate a mixed discipline team of Supported accommodation officers, Supported accommodation inspection officers and Benefit Assessment Officers to ensure the accurate provision of benefits, effective reviews of the current SEA caseload, the standards of SEA accommodation meet an agreed level and informed decisions are being made on new claims.
- Oversee and support in the process of assessing benefit

payments and claims to minimise subsidy loss and maximise council income.

- Create a new set of service level agreements working along side providers of SEA in Croydon that sets out the expectations of the council for any landlords of supported accommodation in the borough.
- Supporting the team in reviewing the current SEA caseload within Croydon focusing on the need of the residents, the care support and supervision provided by the landlord and the standard of the buildings.
- Holding providers to account if they do not meet the SLA set for SEA provision on Croydon.
- Work alongside internal teams and commissioners to raise awareness of the cost of SEA to the council and work to look at alternative options that provide better value for money for residents.
- To lead on more complex cases where cases are referred for guidance, using relevant regulations, case law and Council policies.
- Ensure service delivery within all relevant legislation, case law, Council policies at all times.
- Manage FOIs and members enquiries within the agreed response times.
- Responsible for the development, review and update of documented guidance and comprehensive procedures and processes.
- Forge relationships with other authorities and agencies who refer residents in to Croydon SEA provision to ensure only those that require additional support and care are being placed in SEA accommodation.

Customer Service; Service Quality and Assurance

- Effectively resolve escalated complex issues and complaints from team members and ensure feedback regarding the correct approach is shared amongst the team.
- Ensure enquiries and complaints are responded to in line with Council quality standards and prescribed response times, presenting a robust and prompt response to stakeholders.
- Develop and maintain detailed quality assurance objectives, measures and results to ensure legislation is being followed and cases dealt with in a timely manner.
- Ensure housing benefit regulations are being followed at all times in regards to assessment of benefit claims and subsidy is being claimed correctly.

Innovation and Service Improvement

- Assist in the assessment of the impact of legislation, new developments and environment changes on service delivery and development.
- Responsible to complete and/or participate in projects on an ad hoc basis, as required.
- Help deliver a new approach for supported exempt accommodation.
- Formulate processes and precedures for the team around how to review SEA cases and work through new claims.

Reporting

- Compile and complete internal performance and financial reports in an accurate and timely fashion as required.
- Provide weekly and monthly reports to the Benefit Manager tracking the spend and subsidy loss around SEA and TA/EA claims.

Effective utilisation of Management Information and Information Technology

- Ensure management information systems are accurately and effectively utilised to enable effective data analysis and reporting.
- Apply analytical abilities / techniques to understand and utilise Management Information to mitigate operational risks / issues and to enhance service provision.
- Audit reports and supervise staff to oversee and embed robust and accurate data entering and processing principles to ensure accurate information management systems and reporting at all times.

Resource Management and Performance Management

- Manage activities, resources, people and information in order to achieve targets and strategic objectives and to continually improve individual and service performance.
- Conduct monthly individual staff performance reviews ensuring PDP'S link to 1-2-1 and continuous improvement for each team member.
- Adopt a coaching approach to performance improvement and management in order to develop, train and support staff to reach their full potential.

Leadership

- Champion the development of an organisational culture which is positive, forward looking, performance and customer focused.
- Promote an honest and open working environment

through honest and transparent work practices.

- Empower staff and display commitment to a learning organisation and continuous staff development

Learning and Development

- Develop and support team members to understand the Housing Benefit regulations around SEA and EA/TA claims and how the regulations should be applied.
- Enable individual development through continually reviewing individual and team performance, balancing quantitative outputs with quality measured outcomes.
- Development and coaching of staff through one to one meetings and targeted performance improvement plan to support continuous develop, thus underpinning succession planning.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with directorate procedures and policies as well as statutory requirements.

- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Person Specification

Job Title:

Supported Accommodation Team Manager

Essential knowledge:

- Detailed knowledge of the housing benefit regulations, specifically in relation to supported accommodation, Emergency and temporary Accommodation.
- Understand Housing Benefit Subsidy and how it is calculated and maximised.
- Knowledge of the use of databases and information management systems.
- Administrative processes and procedures.

Essential skills and abilities:

- Ability to understand and interpret complex regulations and legislation.
- A good standard of numerical ability.
- Ability to use IT packages, including Word & Excel (including creating spreadsheets).
- Ability to develop and implement effective working instructions, writing policy and procedures.
- A clear understanding and commitment to take effective action to promote equality and the value of diversity in service delivery and employment.
- Ability to develop effective management information systems
- Ability to prioritise conflicting demands within personal workload and maintaining high quality delivery, and achieving set deadlines and targets.
- Ability to plan and organise team's workload to meet targets and deadlines.
- Ability to demonstrate excellent written and verbal communication skills to be able to communicate clearly and concisely to a diverse audience.
- Able to have difficult conversations with external and internal partners in order to promote your objectives

Essential experience:

- Experience of working within a Housing/Council Tax benefit/support administration department.
- Experience in the housing health and safety rating system and assessments.
- Experience of HSRS assessments (Housing Act 2004] and identifying hazards and confirmation assessment passed
- Experience working within the supported accommodation setting and working with service users.
- Experience of leading a team, project or an area of work.
- Experience of keeping accurate records, devising procedures, organising information and producing accurate statistical

information, on an ongoing basis.

- Experience of developing focused strategies and prioritising actions, leading to change and performance improvements.
- Experience of supporting new business development and successfully transitioning new contracts into the business.
- Demonstrable experience of using spreadsheets, word processing packages and computerised financial systems

Special conditions:

any activities or requirements not covered by other sections (e.g. a requirement to work outside of core hours, to travel between sites, or to drive a vehicle, for example. Such requirements must be absolutely essential as they could be seen to exclude certain potential applicants