



## **Role profile**

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**Job Title:** Assistant Service Manager, Bookings and Cancellations

**Post Number:** 217221

**Grade:** PO4

**Directorate:** Housing Planning and Economic Regeneration

**Service:** Homelessness, Independence and Preventative Services

**Reports to:** Service Manager, Accommodation Options

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### **PURPOSE OF ROLE:**

- You are a frontline operational manager delivering a first class, modern and flexible service to some of the most vulnerable people in the Borough.
- You manage a team of frontline staff, taking a lead role in assessments, advice, homelessness applications, resettlement, or allocations.
- You are expected to work alongside other Assistant Service Managers to ensure effective service cover, working together to achieve preventative outcomes across housing, health, and social care to minimise use of higher-level statutory services and crisis service provision.
- You are customer focussed, working alongside partner agencies to find creative solutions to complex problems.
- You ensure a casework based approach is adopted across the service, taking a lead role for households placed in all forms of temporary accommodation under the Housing Act, including but not limited to resolution of their housing needs and move-on to longer term accommodation, proactively identifying those at risk of homelessness and/or at risk of losing their independence, allocating work and following through to ensure tangible outcomes are achieved.
- You direct the work of a team and are motivational to ensure a high-quality service is delivered. You are an expert negotiator with a wide range of professionals to ensure the best possible outcomes can be achieved while recognising conflicting priorities.

- You organise your team to be highly efficient and effective in their roles, balancing the need to work independently but collaboratively to meet contextual needs. You are proactive in reviewing and evaluating your own performance and acting on your own initiative to improve and develop.
- You lead, induct and train staff, clearly communicating the service objectives and ensuring a flexible approach to service delivery.
- You directly line manage between 6-12 staff.

## **KEY ACCOUNTABILITIES**

- Lead and manage a team to effectively deliver the integrated preventative agenda across housing, health and social care, ensuring the service provides timely access to preventative interventions.
- Work collaboratively with your colleagues and partner agencies to ensure holistic and comprehensive assessments are carried out to meet the council's corporate preventative agenda.
- Embed a culture of continuous service improvement, setting clear targets and objectives for staff, overseeing caseloads, ensuring case recording is of high quality and regular case reviews are carried out.
- Represent the service at internal and external multi-agency meetings and case conferences and respond to enquiries, correspondence, and legal challenges to prevent case escalation.
- Work in a holistic, person-centred way to ensure housing, health, social care, support, and employment needs are addressed to empower individuals to maintain and gain their independence, proactively working with other teams and agencies to ensure those needs are met.
- Oversee the development, monitoring and reviewing of personalised plans to achieve successful housing, health, and social care preventative outcomes, implementing creative and bespoke solutions to meet complex needs.
- Manage workloads within and across teams to flex resources where needed to ensure workloads are balanced to prevent backlogs arising.
- Work effectively in a changeable environment, leading a team to achieve targets and service objectives with competing priorities, while continuously improving our service offer to residents to meet changing needs and integrate digital solutions.
- Proactively learn and keep up to date with relevant legislation, guidance, policies, and procedures, and maintain an expert awareness of issues that can cause legal,

reputational and financial risks to the council, taking action to mitigate or prevent risks arising and ensuring value for money service delivery.

- Lead effective working practices to comply with legislation, guidance, policies, and procedures, ensuring customer information is recorded and monitored, cases are progressed to successful outcomes, with systems kept up to date including the recording of risk issues to minimise risks to others.
- Participate in out of hours rotas and emergency cover as required.
- Undertake other duties commensurate with the purpose of the post.

### **These are the values that drive us and will you:**

#### **Lead with heart**

We're here for the people of Hounslow. We work together with them and for them with care and compassion, with patience and in partnership. We put ourselves in other's shoes, remembering that every person is different, and every interaction is a real moment in their lives. We always feel first.

#### **Do new**

We need to do things differently if we're going to help Hounslow people thrive in the future. Hard work is important but it's not enough on its own. We need to challenge ourselves to break new ground, invent new approaches, try new ideas keep moving forward and keep improving. That means being ready to stop doing things we've done before. It means taking on risk and backing each other when we take a leap.

#### **Pass on the power**

The world keeps on changing and we need to change with it. We won't be able to adapt fast enough to the future needs of our residents if we stick to old fashioned command and control. We need to hand over responsibility and give people more power to make decisions and take action themselves. It's about being transparent and straightforward. It's about providing tools and support. But most of all, it's about being ready to trust each other to do the right thing.

#### **Harness the mix**

We work together, across disciplines and roles. We talk lots, share our insights, our skills and experience. We're not interested in siloes or defensiveness. We're always open to different approaches, we're flexible and ready to adapt. We break down the barriers between our parts and people to unlock the problem-solving power of our amazing mix of minds.

**Be a rock**

There's lots to do and people need us. It's up to us to take the initiative. To take responsibility. To stand up and be counted. Everyday. It's about being super focused, effective and efficient. It's about allocating our resources smartly and with good rationale – using data to help guide our decisions. But most of all, it's about having the strength and determination to keep on going through thick and thin.

**These are the top things about you that are most important**

- You have a strong ability to lead, motivate, manage, and develop staff in a challenging, high volume, fast paced working environment, supporting staff to deal effectively with the demands of frontline work while delivering key service objectives.
- You have expert communication skills both verbally and in writing to engage effectively with a broad range of people to influence, negotiate and persuade and achieve multi-disciplinary outcomes across services.
- You act with integrity, take personal responsibility and handle stress effectively, being a confident decision maker while motivating others to achieve successful corporate preventative outcomes, using proactive and creative solutions.
- You work flexibly and independently, adapting to changing needs and proactively keep the team up to date with legislation, policy, and guidance to ensure legally compliant recommendations and decisions.
- You have excellent analytical and problem-solving skills, a comprehensive understanding of issues faced by vulnerable people and you work collaboratively with others to meet a range of needs while leading and managing a team to achieve targets and service objectives and make the team the very best it can be.

**Qualifications:**

- You have a degree or relevant work-based experience and engage in continual professional development.
- You can travel independently around the Borough to visit residents in their homes and meet other professionals in community settings.
- A basic DBS check is required.