
Recruitment information

Job description and person specification

Your title	Housing Solutions Manager
DBS check	This post requires a basic disclosure
Post number	CS150
Your team	Housing Services
You would be based	Elmbridge Civic Centre, High Street, Esher, KT10 9SD
Your line manager	Head of Housing Services

About the role

In this role, we're looking for a visible leader to deliver a first class, modern and flexible prevention focussed service to a wide range of residents. You will be responsible for driving organisational change and improvements to ensure the effective delivery of the service.

You will also work collaboratively with your colleagues and partner agencies to develop and lead initiatives, so that residents get the very best service and homelessness is prevented where possible.

As the Housing Solutions Manager, you will be:

- Shaping the service and embedding our core values in the work of your team.
- Working collaboratively with your colleagues and partner agencies to develop and leading initiatives so that residents get the very best service and opportunities to live independently and safely in their homes, so they are not at risk of homelessness.
- Providing comprehensive advice and guidance to your team on difficult and complex cases.
- Monitoring and reporting on service performance.
- Driving change and service improvement, implementing new procedures and processes.

The main purpose of the role

- Lead a multi-disciplinary service currently comprising four teams and 22 people.
- Provide 1-2-1 support and performance development for team leaders and ensuring this is cascaded effectively through their teams.
- In collaboration with your teams, to effectively manage housing performance statistics to help prevent homelessness and ensure the fair allocation of social housing.
- Ensure that staff are trained, coached and supported to deliver high quality services.
- Build and maintain effective working relationships with partners, colleagues and the voluntary sector.
- Lead on the development, implementation and review of a range of housing policies and procedures.
- Responsible for the effective monitoring and management of budgets.

- Ensuring services are legally compliant, customer focussed and proactive.
- Deputise for the Head of Housing Services.

Specific duties and responsibilities

1. To support, manage and give professional advice to the 4 Team Leaders in the Homelessness Prevention and Advice Teams; Private Rented Sector and Temporary Accommodation Team; and Social and Supported Housing Team in the delivery of their day-to-day work and the provision of the Housing Solutions Service.
2. To manage the delivery of the Housing Solutions Service to comply with the requirements of the Homelessness Reduction Act 2017 and the Housing Act 1996 (as amended) and other associated legislation and guidance.
3. To periodically review the structure of the Housing Solutions Service, making the business case for change as necessary to the Head of Housing Services and Council Management Board. To draft new job descriptions and carry out consultation with staff through to full implementation for recruitment or assimilation as necessary.
4. To respond to councillor and MP enquiries and to handle stage one complaints relevant to the service and where complaints are escalated, to work with colleagues in responding to these.
5. Where required, to represent the council in statutory investigations such as those led by the Coroners Court or for Serious Case Reviews involving the housing service, preparing and submitting chronologies and documentation and answering questions asked of the Housing Service.
6. To manage staff within Housing Solutions Service in accordance with the Council's Performance Management framework, monitoring staff performance and where necessary taking informal and formal action at all stages in line with Elmbridge procedures including disciplinary proceedings and management investigations.
7. To be the council's expert on policy and practice concerning homelessness and the allocation of social housing, providing advice and guidance to senior officers and members as required. To be the main point of contact with civil servants at the Ministry of Housing, Communities and Local Government on homelessness, housing advice and rough sleeping matters and good practise dissemination.

8. To be responsible for managing revenue budgets for the Unit around homelessness prevention, the operation of the housing register and the provision and use of temporary accommodation. To provide reasons for variations as requested and to minimise financial risk to the council.
9. With the Head of Housing Services, to make effective use of the council's Homeless Prevention Grant and Rough Sleeper Initiative funding, commissioning services (where appropriate) and ensuring all reporting requirements to Central Government are complied with.
10. To ensure that trained personnel and comprehensive policies and processes are in place to enable the Housing Solutions Service can deliver services and decisions that comply with the law.
11. To be the reviewing officer where initial decisions were made by Team Leaders and to work with Legal & Governance Services in responding to legal challenges relating to the Housing Solutions Service.
12. To collaborate with the Housing Services Management Team on the development of a robust Housing, Homelessness & Rough Sleeper Strategy for Elmbridge and leading on the delivery of actions relevant to the Housing Solutions Service.
13. To be the council's representative at multi agency public protection panels, working in partnership, with other professionals and agencies to ensure a holistic approach to meeting housing needs and protecting public safety.
14. To identify the need for and put in place pathways with Team Leaders for individuals with support needs who require supported housing or other alternative provision, working where appropriate with Surrey Adult Matters and the Bridge the Gap programmes and providers of supported housing and floating support services.
15. To be responsible, with the relevant Team Leader, for the implementation, management and review of the council's Housing Allocations Policy, including the day-to-day operation of our housing register and Search Moves choice-based lettings scheme.
16. To be responsible, with the relevant Team Leader, for the effective use of all emergency and temporary accommodation available to the council, seeking resolutions to operational issues that arise and reporting when necessary to senior management and members on the costs of such provision and strategies to manage this.
17. To be responsible, with the relevant Team Leader, for the operation of the Council's Rental Support Scheme to ensure the Council makes the best use of the private sector in the prevention of homelessness and that sustainable relationships are developed and maintained with private landlords and accommodation agencies

18. To oversee the operation of the Elmbridge Homelessness Network including a wide range of voluntary and statutory agencies providing a platform to discuss homelessness issues and best practise solutions.
19. To deputise for the Head of Housing Services, when required, to ensure continuity and resilience across the Housing Service
20. To represent and participate effectively on behalf of the housing service and Elmbridge Borough Council on a range of corporate initiatives and external partnerships.

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on board other tasks from time to time, in keeping with your role, of course.

Your conduct

We expect the highest standards of conduct from our employees and at all times you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.

- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.
- We regret that we can only consider applicants who are already eligible to work in the United Kingdom.

Housing Solutions Manager
Team: Housing Services
Salary:PO54-PO60
(£64,878 - £72,070)

Post no: CS150
Hours: 36
Car allowance: C4 –
Occasional user

Qualifications and education

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
1	Relevant professional qualification, i.e. Chartered Institute of Housing professional qualification.	D	A
2	Educated to degree level or equivalent working experience.	E	A

Experience

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
3	Proven successful track record in homelessness and housing advice for a local authority.	E	A & I
4	Experience of managing the allocation of social housing and the operation of social housing registers	E	A & I
5	Experience of performance management in a target driven environment and managing the work of others with multi-disciplinary line management responsibility.	D	A
6	Minimum of 3 years multidisciplinary line management responsibility	E	A & I

Knowledge, skills and abilities

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
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7	Detailed knowledge and experience of the Homelessness Act 2002, Housing Act 1996, Homelessness Reduction Act 2017 the Code of Guidance, case law, relevant Regulations and legislation on Housing Register assessment and the Allocation of social housing	E	A, I & T
8	Ability to lead, manage, advise and motivate others.	E	A & I
9	Ability to work using own initiative and assuming a high level of individual responsibility and workload, self-motivated, meeting deadlines and prioritising workload	E	A & I
10	Excellent verbal and written communication skills, with an ability to tailor your style to different audiences	E	A, I & T
11	Ability to be innovative and capable of developing new projects to meet changing needs	E	A & T
12	Proficient at using Microsoft software and capable of maximising the use of software applications	E	A & I
13	Committed to equal opportunities and providing customer focussed services	E	A & I
14	Ability to develop relationships, partnerships and protocols with other stakeholders and to quickly be able to quickly establish trust and demonstrate credibility in order to deliver the best possible service to all customers	E	A & I
15	A sound understanding of budget management responsibilities	E	A & I
16	Must be able to take forward the management change culture for the Housing Solutions Service.	E	A & I

Special requirements

No.	Key requirements	Desirable/ essential	To be tested by: Application ¹ (A) Test (T) Interview (I)
18	Post holder must be able to attend evening meetings	E	A
19	Must hold a current full UK driving licence.	E	A