**JEXETER CITY COUNCIL**

# Job Description



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| **JOB TITLE** | **:** | Devon Home Choice Project Lead |
| **GRADE** | **:** | J |
| **POST NO** | **:** | 2400 |
| **SERVICE** | **:** | Customer Access |
| **UNIT** | **:** | Housing Needs |
| **REPORTS TO** | **:** | Service Lead Housing Needs |
| **RESPONSIBILE FOR** | **:** | Devon Home Choice Support Officer |
| **LIAISON WITH** | **:** | Devon Home Choice Management Board, Senior Officers and Elected members across all Devon’s Local Authorities, Officers and Board members of Registered Providers working in Devon, IT providers, external stakeholders, tenants and housing applicants, other interested organisations as necessary. |

## PURPOSE OF JOB

To manage the efficient operation, and to lead and facilitate the ongoing development of the Devon Home Choice partnership including consultation with all stakeholders, on behalf of partner local authorities and landlords.

## MAIN ACTIVITIES

1. To manage the efficient operation of Devon Home Choice on behalf of partner local authorities and landlords.

1. To lead and facilitate the ongoing development of Devon Home Choice.

1. To be the lead Officer responsible for ensuring that all stakeholders are consulted about the future development of Devon Home Choice.

1. To line manage the Devon Home Choice Support Officer in an effective and supportive way to achieve service delivery. This will include coaching, mentoring, organising training, growth and development, performance, absence and disciplinary management.

1. Lead the annual review of the Devon Home Choice policy and ensure that agreed changes are translated into practice.

1. To lead the annual review of the Devon Home Choice Partnership Agreement and balance the needs of partner organisations.
2. To manage, develop and maintain the DHC IT System contract and provision with the IT providers and to act as the representative of the DHC Partnership at the Providers User Group.

1. To project manage the procurement of the DHC IT System on behalf of the board of Devon Home Choice partners including the coordination and securing of legal agreements from partner Local Authority Legal Teams.
2. To lead and manage data transfer processes and full implementation of the new DHC IT System including system/user testing and securing partner sign off.
3. To manage, monitor and allocate the Devon Home Choice budget and provide regular budget reports to the DHC Management Board

1. To maintain and further develop effective working relationships with partner local authorities and landlords, as well as wider stakeholders and other relevant groups (e.g. the Devon Private Sector Housing Group etc.).
2. To lead the bi-annual review of the Business Continuity Plan for the partnership.
3. To develop and present Business Cases to key stakeholders which provide proposals and recommendations for service improvement through the collection, analysis and interpretation of data from applicants and DHC affiliates.
4. To prepare the agendas for the Management Board and Operational Group meetings.
5. To prepare regular reports for the Management Board and Operational Group, as well as Cabinets/Boards of partner local authorities and landlords as required

1. To set up and chair sub groups of the Devon Home Choice Partnership as required.

1. To ensure that Devon Home Choice complies with all legislation and good practice guidance (relating to housing, IT security, data protection, fraud etc.) and to monitor and implement changes whilst assessing potential implications and developing appropriate solutions to legislative changes that impact the DHC provision.

1. To lead on the resolution of any day-to-day issues that arise to ensure the efficient operation of the partnership

1. To manage the content of the Devon Home Choice website and be responsible for its design, content and usability.

1. To co-ordinate, develop and deliver regular training sessions for partner organisations and other stakeholders to ensure all users are knowledgeable and compliant with the DHC provision, its operating model and supporting IT System.
2. To provide a timely response to Freedom of Information requests relating to the housing register or allocations received by Devon local authorities

1. Any other duties commensurate with the role

**DATE LAST UPDATED:** March 2019

# Person Specification

**JOB TITLE :** Devon Home Choice Project Lead

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|  | **CRITERIA** | **ESSENTIAL/**  **DESIRABLE**  **(E/D)** | **METHOD OF ASSESSMENT** |
| **QUALIFICATIONS &**    **KNOWLEDGE** | Educated to degree level or equivalent qualification in related subject i.e. Project Management, Housing etc. or demonstrable substantial experience in a related field      Extensive current knowledge of housing law in relation to allocations, including amendments made through case law and statutory instrument updates.    An understanding of housing need and the competing demands from a local authority and provider perspective.    Knowledge of wider social welfare services and how they interact with the assessment and prioritisation of affordable housing.    Detailed understanding of Data Security and General Data Protection Regulation legislation, as well as responsibilities in terms of safeguarding and the detection of fraud.    An understanding and commitment to equality and diversity and how it relates to housing, ensuring it is an integral part of service delivery. | E      E        E        E        E        E | A, C    A, I        A, I        A, I        A, I        A, I |

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| **EXPERIENCE &**    **SKILLS** | Experience of managing partnerships or operations for a key business area.    Demonstrable experience of supervising or direct line management responsibilities alongside the ability to coach staff to achieve results in a work setting.    Experience of setting, monitoring and achieving performance targets and service objectives.  Experience of successful project management, involving a large number of partners    Ability to prioritise workload in a pressurised environment including own activities and holding partners or providers to account.    Excellent I.T. skills including the ability to analyse, interpret and present complex and sensitive data trends which generate solutions and to communicate findings to a broad range of audiences  Highly developed interpersonal skills with the ability to amend communications to suit a variety of customers, officers, managers, members, providers and others.    Ability to interpret guidance and legislation to inform service design. Experience of providing briefings for managers or members.    Excellent organisational skills and ability to set up, chair and maintain groups such as task and finish groups.    Ability to use information technology to access and record information and produce reports and statistics.    Experience of procurement and contract management to achieve high quality services, value for money and continuity of service. | E      D      D    E  E      E          E      D      E      E      D | A, I      A, I      A, I  A, I  A, I      A, I, T          A, I      A, I, T        A, I      A, I, T      A, I |
| **SPECIAL**  **REQUIREMENTS &**  **ATTITUDE** | Commitment to delivering excellent customer care    Ability to travel for meetings as required. This may occasionally be outside of usual office hours. | E    D | A, I    A, I |
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**COMPLETED BY:** Service Lead Housing Needs

**DATE:** 26/9/2018

**CATEGORY:** A – Application, C - Certificates, T – Testing, I – Interview, R - Reference