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**Job Description**

**DESIGNATION :** System Lead Housing Needs

**GRADE :** 14 (under review)

**POST NO :** 0996

**UNIT :** Housing Needs

**RESPONSIBLE TO :** Director: Bindu Arjoon

**SUPERVISORY**

**RESPONSIBILITY FOR :** Housing Solutions Lead

Accommodation Lead

Housing Needs Partnership Lead

Devon Home Choice Co-ordinator

**LIAISON WITH :**

Other sections with the Councils such as, Private Sector Housing, Landlord Services, Housing Benefit, Council Tax, Customer Services, Payment and Collections, Environmental Health, Housing Development teams.

External agencies e.g. Registered Providers, Landlords and Letting Agents, Job Centre Plus, Support agencies, Police, Social Services, Probation, Prisons, Health care providers, Education. Voluntary sector organisations such as Homelessness Charities CVS, CAB, and other smaller advice and accommodation providers.

**PURPOSE OF JOB**

* To lead the management and development of the housing needs functions for the Council, which includes the assessment of housing needs, allocation of social housing, housing advice and options, homelessness and prevention
* To procure and manage temporary accommodation, rough sleeping services, access to housing related support, and develop relationships and access to private rented accommodation.
* To lead high standards of performance in the service, manage and develop, monitor and manage budgets , resources ,
* To lead the development and delivery the Exeter’s homelessness strategy in collaboration with other agencies.
* To develop a wide range of innovative housing options for people looking for a home which address local needs and utilise resources across the public, voluntary and private sectors
* To develop good working relations with key stakeholders so that housing resources in the statutory, voluntary and private sectors are fully utilised to meet local needs.

**MAIN ACTIVITIES**

* Provide effective leadership and management of the Housing Needs Team including strategic and operational service planning and development, financial management, and risk management. This includes planning models of service delivery and developing the Councils strategies to meet housing need now and into the future
* Collaboration with statutory and voluntary agency partners to develop and deliver the Councils homeless strategy including developing multi agency projects and submitting bids for funding to meet the aims and objectives of the strategy. Reviewing any formal partnership arrangements to ensure they are delivering their objectives and offering value for money
* Financial management including managing budgets, ensuring value for money and developing new income and funding streams to develop the services and new initiatives
* Managing, coaching, mentoring and developing the Housing Needs Team to ensure they are meeting their objectives and promoting continuous improvement. Providing support and guidance as required.
* To ensure the service is equipped to respond to legislative and policy requirements of the service and to realign resources as appropriate, including the operation of an out of hours service.
* To set, monitor and actively manage performance and quality measures for the team.
* To assess new statutory requirements and recommend changes to policies and procedures to ensure that the Councils achieves its strategic aims and fulfils statutory obligations.
* To develop, update, deliver and review the Homelessness Strategy for the Council and ascertain changes in housing need and demand and develop innovative and sustainable responses.
* To develop, update, deliver and review a Temporary Accommodation Strategy based on the prevailing subsidy regime and changes in housing need and demand and develop innovative and sustainable responses.
* To lead in developing good working relationships with Private Landlords to increase access to good standard private rented accommodation for the services customers
* To prepare and present reports to the Homeless Strategy Forums, Council committees and other meetings involving Members and external organisations on a range of housing issues including policy, legislation and performance.
* To play a key role in the formulation of the Council’s key housing policy and strategy documents, including the Housing Strategy, evaluating local housing needs.
* To maintain an overview of corporate, county and national policies in respect of housing and social care issues, ensuring local priorities and issues are represented regionally.
* To represent the Council at county-wide and regional groups such as the Devon and Cornwall Housing Options Partnership and the Devon Home Choice Management Board.
* Development of multi-agency partnership working, with an emphasis on networking with appropriate agencies and partners to identify and meet housing needs.
* To provide expert advice on homelessness to members and senior management.
* To act as reviewing officer for statutory decisions for Part VI and VII Housing Act 1996 amended in conjunction with the Councils’ legal departments or Health and Wellbeing panels.
* To maintain an appropriate supply of quality temporary accommodation for homeless households.
* To manage and develop the Allocation policy of the Councils as part of Devon Home Choice and to put in place systems to ensure that the system for allocation social housing in the area is fair and meets local needs.
* To ensure that contracts with partner agencies are commissioned with regard to value for money and service delivery models such as joint commissioning are at the heart of procurement decisions.
* To contribute to the management of the service unit, as a member of the Departmental Management Team.
* To ensure compliance with all Council policies with particular reference to Health & Safety, Equal Opportunities and Communications policies.
* To monitor demand and eliminate failure demand and reduce waste within the services
* Encourage a learning culture and positively manage the training and development of the staff in the Housing Needs Team to ensure staff maintain technical and professional competence
* To undertake any other duties commensurate with the post as identified by the Director.

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**Person Specification**

**JOB TITLE :** System Lead Housing Needs

**GRADE :** 14 (under review) **POST NO :** 0996

**SERVICE :** Customer Access

**UNIT :** Housing Needs

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|  | **CRITERIA** | | **ESSENTIAL/ DESIRABLE (E/D)** | | **METHOD OF ASSESSMENT** | |
| **QUALIFICATIONS &**  **KNOWLEDGE** | Senior membership of a relevant professional organisation and qualification (Housing/Social welfare, )  A formal housing qualification or training around the management of temporary accommodation.  Educated to degree level  Post graduate qualification in relevant field  Management qualification equivalent to level 5 or significant experience in managing multiple teams.  High or In depth current knowledge of homelessness and housing legislation, safeguarding and finance in relation to temporary accommodation and supported housing and the Equality Act  Broad knowledge of procurement, human resources, equalities and data protection legislation, welfare benefits | | E  E  D  E  E  D | | A, C  A, C  A, C  A, C, I  A, I  A, I | |
| **EXPERIENCE &**  **SKILLS** | | * Extensive experience at senior management within Housing including responsibility for driving performance, people management and employee engagement * Developing, leading and delivering on projects including procurement, bidding for funding, service planning and budget management and risk management * Developing persuasive, evidence based business cases for and implementation of new services or initiatives. * Experience of temporary accommodation strategic management and procurement * Experience of developing and delivering high level strategies * Demonstrable experience of managing strategic and operational risks * Experience of developing and presenting reports both orally and in writing to a wide range of stakeholders including elected members and making recommendations for change regarding complex and often contentious issues. * Experience of developing and managing formal partnership agreements including contract management regarding complex and often contentious issues. * Ability to project manage multi agency or departmental programmes of work * Commercial awareness in relation to commissioning services and contract management * Negotiation and influencing skills across all stakeholders including members, voluntary and statutory agencies * Ability to translate policy into operational procedures and processes * Ability to prioritise competing priorities and deliver to deadlines | | E  E  D  D  E  E  E  E  D  E  E  E  E | | A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I | |
| **SPECIAL REQUIREMENTS & ATTITUDE** | | Committed to a high standard of customer care.  Non-judgmental, diplomatic and understanding.  An understanding of the commitment to the principles of Equality and Diversity.  A commitment to good self-management, including positive health promotion, and record of attendance.  A willingness to embrace new methods and working practices.  Ability to attend evening meetings as required | | E  E  E  E  E  E | | A, I  A, I  A, I  A, I  A, I  A, I | |
| **OTHER** | |  | |  | |  | |

**COMPLETED BY:** Bindu Arjoon

**DATE: November 2017**

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