

Role Profile

This section provides key information relating to the role

Job Title:	Head of Supported Housing & Allocations		
Post No:	RP0185	Grade:	COC
Team:	Leisure, Community & Cultural Services	Location:	Campus East and hybrid working
Responsible to:	Assistant Director (Leisure, Community & Cultural Services)		
Responsible for:	Independent Living Service Manager Housing Allocations Manager (s) Housing Options Manager		

Overall job purpose:

To be the Council's lead expert on Housing Allocations, Independent Living, Homelessness & Rough Sleeping prevention and support and Temporary Accommodation

To ensure that the Council's statutory responsibilities for Housing Allocations, supported accommodation including independent living, homelessness and rough sleeping (including the Homeless Reduction Act) are fulfilled and delivered.

To provide and promote strong, effective leadership and management, demonstrating and promoting the Council's value and behaviours to motivate staff to deliver high quality services to customers.

To plan, lead, develop and monitor robust performance standards and in accordance with the Council's priorities as set out in the Corporate Plan, seeking to continuously improve services.

To work effectively and collaboratively with stakeholders and external partners to deliver aligned projects and priorities.

Key areas of focus:

1.	Be responsible for and to provide lead expert advice to senior managers, Cabinet and Members for the Housing Allocations, Supported Accommodation and Homelessness & Rough Sleeping services.
2.	Be responsible for compliance with, management of and delivery of the Council's statutory responsibilities in relation to Homeless Prevention; Homelessness and Rough Sleeping Strategy (and Action Plan); and Council's Independent Living service.

3.	To lead, and provide lead expert advice, on Housing Allocations, including The Allocation Strategy /Policy. To oversee a high quality and comprehensive housing register and housing allocations service, meeting the requirements of Part VI Housing Act 1996 (as amended by the Homelessness Act 2002); Compliance with the Homeless Reduction Act as amended,
4	To lead the implementation of the transformation programme for the Independent Living service, ensuing compliance, safeguarding and service improvement for our residents
5	To oversee the new contract for the telecare community call alarm service
4.	Be responsible for delegated financial budgets, contracts, commissioned services and resources to ensure that they are effectively managed providing value for money and in compliance with the Council's policies and procedures.
5.	To provide and promote strong, effective leadership and management, demonstrating and promoting the Council's value and behaviours to motivate staff to deliver high quality services to customers and continuous improvement.
6.	To lead, plan, develop and monitor robust performance standards in accordance with the Council's priorities as set out in the Corporate Plan, seeking to continuously improve the services.
7.	To lead on the development of staff, using coaching and mentoring, to ensure high levels of professionalism and service delivery and leading a culture of continuous development and improvement.
9.	To lead on the development and delivery of all strategies and policies within the service.
10.	To be commercially minded and actively seek opportunities to generate income and to seek external funding and grants.
11.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
12.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
13.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Degree Level or post graduate Housing qualification	x		AP
Chartered Membership of the Chartered Institute of Housing		x	AP
Substantial experience in more than one area of Housing Allocations, Homelessness & Rough Sleeping and supported accommodation (independent living) provisions.	x		AP/AS/IN
Experience of leading services at a managerial level Leading a supported/sheltered housing and/or housing management service or another relevant housing-related area. Substantial experience of sheltered housing management practice, regulation, risk management and compliance across a range of schemes.	x		AP/AS/IN
Knowledge			
High level of knowledge and understanding of relevant service legislation and good practice.	x		AP/AS/IN
Thorough understanding of the current and future challenges and opportunities in Allocations and Supported Housing.	x		AS/IN
Expert knowledge of the homelessness legislation – Housing Act 1996 (amended by the Homelessness Act 2002, including relevant case law. Working knowledge and experience of other relevant legislation such as The Care Act, Mental Health Act, Welfare and Work Act and Immigration Law. Working knowledge of legislation relating to allocations and the waiting list.	x		AP/AS/IN

<p>Experience that has developed a range of specialist knowledge and a general level of understanding of the following areas:</p> <ul style="list-style-type: none"> - Safeguarding vulnerable children and adults - Data protection - Health and Safety - Sheltered housing - Housing law - Leadership training - People management training 			
Knowledge and understanding of financial budget management.	x		AP/AS/IN
Skills and abilities			
Ability to lead and transform services and manage change to deliver effective and excellent services.	x		AP/AS/IN
Evidence of strong and effective management and team working to lead and inspire staff.	x		AP/AS/IN
Effective influencing and negotiating skills.	x		AP/AS/IN
Effective communication and presentation skills.	x		AP/AS/IN
Other attributes			
Positive role model demonstrating the Council's culture, values and behaviours.	x		IN
Strong analytical skills and able to make logical decisions and to develop effective and creative solutions to problems.	x		AS/IN
Able to work positively and constructively under pressure and to meet deadlines.	x		AS/IN
Able to respect sensitive and confidential information in accordance with GDPR and information sharing protocols.	x		IN
Able to attend meetings and work out of hours when needed.	x		AP/IN
Able to drive/travel around the borough and to other locations.	x		AP
This is a politically restricted post	x		IN

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.