

# Job Description and Person Specification

Role: Supported Accommodation Manager



# Job Description

<b>Job Title</b>	Supported Accommodation Manager
<b>Grade</b>	7
<b>Service</b>	Housing & Homelessness
<b>Reports to</b>	Housing & Homelessness Lead
<b>Location</b>	Various
<b>Job Evaluation Code</b>	



# About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



## About the Service your team will provide

### Purpose of the role

As Supported Accommodation Manager you will be responsible for overseeing delivery of day-to-day running of the supported accommodation buildings; delivering exceptional customer services which exceeds expectations, ensuring appropriate staffing and resourcing, including staff rotas, fire/health and safety cover and recruiting and managing seasonal workers, placements and interns.

In managing the supported accommodation, you will oversee a high-quality service alongside project managing maintenance works. You will also be responsible for ensuring accommodation bookings, minimising void loss and optimising occupancy including preparing future financial projections and monitoring and reporting on performance.

## Main Duties & Key Accountabilities

### Core Knowledge

#### Customer service and housing management:

1. Oversee admissions, from enquiry to booking out, to deliver exceptional customer service at all times.
2. Manage booking systems including optimising bed spaces and gauging availability.
3. Proactively review and respond to customer feedback online and in person.
4. Cover frontline duties and periodically be 'on call' to cover emergency out-of-hours call outs.
5. Maintain and co-ordinate implementation of daily, weekly and monthly Hostel tasks
6. Identify areas for improvement to the overall products and service within the Hostel.
7. Strong focus on income maximisation for occupied units.
8. Act as a key contact for local residents and elected members, dealing with any complaints/concerns or enquiries
9. Work closely with the support provider to ensure appropriate level of support is being provided and act as the day to day contact with the provider.

10. Ensure all residents receive an end to end service provided by both the Housing Management staff and the support provider
11. Deal with incidences of ASB and enforce action in line with the terms of the licence agreement and manage serious incidents ( fatality, fire , harm ect ) in line with the agreed processes and manage safe guarding concerns in partnership with the support provider

**Operational management:**

1. Manage, develop and mentor all Hostel staff emphasising excellent customer service and ensuring high standards of cleanliness are maintained throughout the Hostel
2. Plan weekly rotas to ensure sufficient cover for bookings including additional demand on the service, and to facilitate staff leave and training.
3. Undertake regular assessment of occupancy and support preparation of future projections and targets for onward reporting and forward planning.
4. Take all reasonable steps to ensure the Health and Safety of staff, guests and visitors on site, ensuring compliance with relevant policies, procedures and legislation.
5. Actively foster good local community relationships, identifying opportunities to work in partnership and raise the profile of the Service and Coventry City Council.
6. Ensure effective and efficient running of the Hostel and that all systems, facilities and procedures are in place to comply with legislation, including health and safety requirements and maintenance such as planned and reactive repairs.
7. Oversee ordering of supplies; manage supplier relationships, ensuring good value for money in accordance with Coventry City Council financial procedures.
8. Ensure the building, fixtures and fittings remain to the required standard and project manage maintenance activities effectively to enable works to be completed on time and on budget.
9. Ensure all service information available for customers is both up to date and reflects the needs of the community/service.
10. Respond to enquiries and problems of a complex and difficult nature and ensure members of the team receive guidance and advice in responding to such cases. Initiate case review of procedures, when appropriate.

11. Input and retrieve data from the team's designated ICT systems to assist with the collation, monitoring and reporting of statistical information for the purposes of performance management, returns to Central Government and information for other agencies as appropriate.
12. Ensure that the service policies and procedures are reviewed regularly and amended where necessary
13. Deputise for the Operational Lead in their absence in all aspects of service management. Refer to the next designated Operational Lead or Head of Service if necessary.
14. Manage processes for recruitment and selection; Induction; training; staff appraisals; disciplinary; grievance, managing sickness absence and wellbeing. Ensure that work procedures and policies are clearly established and that team members understand and follow them.
15. Maintain a detailed and comprehensive knowledge of legislation, codes of guidance, good practice and policies relating to the work of the Team. Assist with the assessment of their impact and any resultant revision of office procedures.
16. In conjunction with the Operational Lead, set agreed objectives assist with the management of appropriate budgets. Implement effective monitoring to ensure financial targets are met and financial systems adhered to within the requirements of the Council.
17. Any other duties and responsibilities within the range of the salary grade.

## Key relationships

<p><b>External</b>  Range of services – NHS  Police &amp; Probation  Citizen Housing &amp; Housing Providers  Commissioned and non-commissioned support services</p>	<p><b>Internal</b>  Adult Services  Facilities management  Benefit Services  Occupational Health  Other local authority colleagues</p>
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## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

**Smoke Free**

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

**Training**

The postholder must attend any training that is identified as mandatory to their role.

**Responsible for:**

**Staff managed by postholder:**

Supported Accommodation Housing Officers

Independent Domestic Violence Advisors (IDVA)

Accommodation Officers

## Person specification

<b>Job Evaluation Code</b>	
<b>Knowledge</b>	
<ul style="list-style-type: none"> <li>• Demonstrate good understanding of supported accommodation, compliance, Health and Safety within buildings, supported accommodation or similar</li> </ul>	
<ul style="list-style-type: none"> <li>• Knowledge of Housing and Homelessness legislation</li> </ul>	
<ul style="list-style-type: none"> <li>• Knowledge of people who have complex needs, including mental health ,offending behaviour and drug or alcohol dependencies</li> </ul>	
<b>Skills and Abilities</b>	
<ul style="list-style-type: none"> <li>• Able to collate and interpret financial and performance data to drive business growth</li> </ul>	
<ul style="list-style-type: none"> <li>• Ability or track record in management and delivery of supported accommodation, hostel or other accommodation provision</li> </ul>	
<ul style="list-style-type: none"> <li>• Excellent administration skills and attention to detail</li> </ul>	
<ul style="list-style-type: none"> <li>• Ability to plan, organise and co-ordinate, working to tight deadlines using own initiative</li> </ul>	
<ul style="list-style-type: none"> <li>• Good written and oral communication skills.</li> </ul>	
<ul style="list-style-type: none"> <li>• Knowledge of Microsoft Office, particularly Word and Excel</li> </ul>	
<ul style="list-style-type: none"> <li>• The ability to travel around the city</li> </ul>	
<b>Experience</b>	
<ul style="list-style-type: none"> <li>• Experience of providing high quality customer service, preferably in managing a hostel, hotel or similar.</li> </ul>	
<ul style="list-style-type: none"> <li>• Line management experience with a sound track record in recruiting, developing and mentoring staff and volunteers</li> </ul>	
<ul style="list-style-type: none"> <li>• Project management experience including preparation of specifications and budgets.</li> </ul>	
<ul style="list-style-type: none"> <li>• Experience of working with the public in a face to face environment in complex situations</li> </ul>	
<ul style="list-style-type: none"> <li>• Experience of multi-agency and partnership working</li> </ul>	
<ul style="list-style-type: none"> <li>• Knowledge of people who have complex needs, including mental health, offending behaviour and drug or alcohol dependencies</li> </ul>	
<ul style="list-style-type: none"> <li>• Experience of working with customers with housing needs</li> </ul>	
<ul style="list-style-type: none"> <li>• Experience of working with vulnerable groups</li> </ul>	



<ul style="list-style-type: none"> <li>• Experience of working closely with partner organisations to deliver positive outcomes for the organisation and individuals</li> </ul>
<b>Qualifications</b>
<ul style="list-style-type: none"> <li>• Degree level qualification or equivalent experience</li> </ul>
<ul style="list-style-type: none"> <li>• Evidence of continuous personal development</li> </ul>
<b>Special Requirements</b>
<ul style="list-style-type: none"> <li>• This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS)</li> </ul>

<b>Date Created</b>	April 2020	<b>Date Reviewed</b>	April 2020
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