

# Job Description and Person Specification

Housing Options Team Leader

Job Details	
Grade	Estimated G6 based on existing roles and structure
Service	Housing & Homelessness
Location	One Friargate
Job Evaluation Code	A6258

Coventry City Council Values
<p>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:</p> <p><b>Open and fair:</b> We are open, fair and transparent.</p> <p><b>Nurture and develop:</b> We encourage a culture where everyone is supported to do and be the best they can be.</p> <p><b>Engage and empower:</b> We engage with our residents and empower our employees to enable them to do the right thing.</p> <p><b>Create and innovate:</b> We embrace new ways of working to continuously improve the services we offer.</p> <p><b>Own and be accountable:</b> We work together to make the right decisions and deliver the best services for our residents.</p> <p><b>Value and respect:</b> We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
-------------

This role plays a vital part in ensuring the smooth and effective delivery of housing and homelessness services whilst we continue to develop the service to improve outcomes for those impacted by homelessness in Coventry. This role provides team leadership support across a range of areas, including Choice-Based Lettings, Initial assessment and advice, proactive homelessness prevention, and responsive homelessness and temporary accommodation teams. This role will provide operational support and advice to front-line officers whilst also having a strong focus on quality assurance and building on our existing framework to drive continuous improvement and embed a culture of early intervention and prevention throughout the service.

### Key Responsibilities and Accountabilities

Providing leadership and supervisory support to your service area, providing advice and guidance to teams delivering Housing & Homelessness Services

Promoting a culture of early intervention and prevention, ensuring all opportunities for preventing homelessness are identified and explored

Supporting Housing & Homelessness managers with general day-to-day management of the service area

Providing guidance on complex cases, ensuring decisions are legally compliant and accurate

Monitoring team performance and workloads, ensuring targets are met and service standards maintained

Championing a high-performance culture, supporting Housing & Homelessness Managers in identifying and addressing underperformance where necessary.

Maintaining up-to-date knowledge of housing legislation, case law, and best practice

Building on the service's quality assurance framework, and conducting periodic audits to identify recommendations for improvement, and driving change to improve outcomes for residents

Supporting the recruitment, induction, training, and development of staff

Liaising with internal and external partners to support joined-up service delivery, including representing and promoting the service at multi agency meetings

Using ICT systems to monitor performance, KPI's and produce reports where required to support Housing & Homelessness Managers

Providing support to Housing & Homelessness Managers by producing team rotas and targeted resource where required within your service area

Carrying out any other duties within the scope and grade of the post

Deputising for Housing & Homelessness Managers when required

### Key Relationships

External:

Housing providers,  
support agencies,  
voluntary groups,  
external partners  
  
Customers/residents

Internal:

Housing Options  
Officers,  
Accommodation  
Officers, Homefinder  
Officers, Housing  
Support Officers,  
Housing and  
Homelessness  
Manager, Operational  
Leads, internal  
departments.

### 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.
- attending any training and undertake any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

### Responsible for

This role does not have any direct line management responsibility but does include supervisory responsibility for staff in grade 3,4 and 5 positions including Housing Options Officers, Housing Support Officers, Housing Options Assistants or Accommodation Officers.

### Person Specification

#### Requirements

Knowledge	Demonstrates strong working knowledge of housing and homelessness legislation, including the Homelessness Reduction Act
Knowledge	Understanding the Housing Options available in Coventry and the tools that can be used to prevent homelessness
Knowledge	Understanding of how Housing & Homelessness Services operate and their responsibilities
Skills And Ability	Implementing performance frameworks and quality assurance processes.
Skills And Ability	Supervising and supporting staff effectively, promoting a culture of confidence and accountability
Skills And Ability	Excellent ICT and organisational skills, managing time effectively in a fast-paced environment
Skills And Ability	Excellent interpersonal skills with the ability to remain calm and understanding in challenging conversations
Skills And Ability	Strong written and verbal communication skills with the ability to effectively communicate with a range of stakeholders
Skills And Ability	Interpreting data, identifying trends, and contributing to service improvement
Skills And Ability	Auditing work of others and making recommendations for change and provide constructive feedback
Skills And Ability	Problem solving skills, with the ability to advocate and negotiate for positive outcomes
Experience	Providing supervision or supporting staff in a housing or homelessness service
Experience	A proven track record of high performance in a Housing Options or similar environment, including the ability to prevent homelessness and manage client cases to a high standard
Experience	An evidenced ability to handle complex cases and challenging situations
Experience	Contributing towards service development, including providing feedback and providing ideas for improvement
Qualification	Evidence of continuous personal development or a commitment to continued personal and professional development

Special Requirements	N/A
----------------------	-----

Disclosure and Barring Service (DBS)			
This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment			
Basic Check <input checked="" type="checkbox"/>	Standard Check <input type="checkbox"/>	Enhanced Check <input type="checkbox"/>	Enhanced + barred list check <input type="checkbox"/>

Declaration			
Reviewed/Created By:	Lewis Pain		
Job Title:	Housing and Homelessness Lead	Date:	2 <sup>nd</sup> October 2025