

Job Description and Person Specification

Role: Supported Accommodation Housing Manager



Job Description

Job Title	Supported Accommodation Housing Manager
Grade	7
Service	Housing & Homelessness
Reports to	Housing & Homeless Lead
Location	Holyhead Road/ Various
Job Evaluation Code	A6117



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 Priorities – Increasing the economic prosperity of the city and region, improving outcomes and tackling inequalities within our communities, and tackling the causes and consequences of climate change.

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 marshal 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:

- Oversee admissions, from enquiry to booking out, to deliver exceptional customer service at all times.
- Manage booking systems including optimising bed spaces and gauging availability.
- Proactively review and respond to customer feedback online and in person.
- Cover frontline duties.
- Maintain and co-ordinate implementation of daily, weekly and monthly Hostel tasks
- Periodically be 'on call' to cover emergency out-of-hours call outs.
- Identify areas for improvement to the overall products and service within the Hostel.
- Strong focus on income maximisation for occupied units.
- Act as a key contact for local residents and elected members, dealing with any complaints/concerns or enquiries
- 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.
- Ensure all residents receive an end-to-end service provided by both the Housing Management staff and the support provider
- Deal with incidences of ASB and enforce action in line with the terms of the licence agreement
- Manage serious incidents (fatality, fire , harm ect) in line with the agreed processes
- Manage safeguarding concerns in partnership with the support provider
- Any other duties and responsibilities within the range of the salary grade.

Operational housing management:

- Manage, develop and mentor all staff emphasising excellent customer service and ensuring high standards of cleanliness are maintained throughout the housing & homelessness Council owned accommodation portfolio
- To manage and serve as housing manager for Council owned housing provided as Temporary Accommodation, including but not limited to
- Plan weekly rotas to ensure sufficient cover for bookings including additional demand on the service, and to facilitate staff leave and training.
- 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.
- Actively foster good local community relationships, identifying opportunities to work in partnership and raise the profile of the Service and Coventry City Council.
- Ensure all service information available for customers is both up to date and reflects the needs of the community/service.
- 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.
- 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.
- Ensure that the service procedures are reviewed regularly and amended where necessary.
- 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.
- 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.
- Any other duties and responsibilities within the range of the salary grade.
- Work in partnership with other organisations to manage and deal with serious incidents including but not limited to safeguarding, criminal activity and anti-social behavior.
- Within the accommodation portfolio and responsibility to manage SAHOs, SAHMs will line manage Accommodation Officers responsible for dispersed Council owned temporary accommodation
- Work collaboratively with residents, neighbors and surrounding community to promote cohesion and providing a point of escalation if necessary
- Organise and manage events, workshops, and programs alongside partners that cater to the diverse interests and well-being of residents

To be responsible for authorisation of spend to delegated level, identifying efficiencies and taking action to realise these budgets for maximum value for money

Key relationships

External	Internal
NHS Police & Probation Citizen Housing & Housing Providers Commissioned and non-commissioned support services	Adult Services Facilities management Benefit Services Occupational Health Other local authority colleagues

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

Job Evaluation Code	A6117
Knowledge	
<ul style="list-style-type: none"> • Demonstrate good understanding of supported accommodation, health and safety within buildings, supported accommodation or similar. 	
<ul style="list-style-type: none"> • Knowledge of Housing and Homelessness legislation 	
<ul style="list-style-type: none"> • Knowledge of people who have complex needs, including mental health, offending behaviour and drug or alcohol dependencies 	
Skills and Abilities	
<ul style="list-style-type: none"> • Able to collate and interpret financial and performance data to drive business growth 	
<ul style="list-style-type: none"> • Ability or track record in management and delivery of supported accommodation, hostel or other accommodation provision. 	
<ul style="list-style-type: none"> • Excellent administration skills and attention to detail. 	
<ul style="list-style-type: none"> • Ability to plan, organise and co-ordinate, working to tight deadlines using own initiative. 	
<ul style="list-style-type: none"> • Good written and oral communication skills. 	
<ul style="list-style-type: none"> • Knowledge of Microsoft Office, particularly Word and Excel. 	
<ul style="list-style-type: none"> • The ability to travel around the city 	
Experience	
<ul style="list-style-type: none"> • Experience of providing high quality customer service, preferably in managing a hostel, hotel or similar. 	
<ul style="list-style-type: none"> • Line management experience with a sound track record in recruiting, developing and mentoring staff and volunteers. 	
<ul style="list-style-type: none"> • Experience of working closely with partner organisations to deliver positive outcomes for the organisation and individuals 	
<ul style="list-style-type: none"> • Experience of working with the public in a face to face environment in complex situations 	
<ul style="list-style-type: none"> • Experience of multi-agency and partnership working 	
<ul style="list-style-type: none"> • Experience of working with customers with housing needs 	
<ul style="list-style-type: none"> • Knowledge of people who have complex needs, including mental health, offending behaviour and drug or alcohol dependencies 	
<ul style="list-style-type: none"> • Experience of working with vulnerable groups 	

Qualifications
<ul style="list-style-type: none"> • Degree level qualification or equivalent experience
<ul style="list-style-type: none"> • Evidence of continuous personal development
Special Requirements
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).

Date Created	Dec 2023	Date Reviewed	July 2024
---------------------	----------	----------------------	-----------

