

Job Description and Person Specification



Job Description

Job Title	Housing and Homelessness Manager
Grade	8
Service	Housing and Homelessness
Reports to	Housing & Homelessness Lead
Location	Citywide
Job Evaluation Code	A5823



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 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

Management of the day-to-day operations of the Housing and Homelessness service to ensure that legislation is consistently applied, and that Coventry Council is compliant with its statutory functions as prescribed by the Housing Act 1996 as amended by the Homeless Reduction Act 2017.

To provide leadership; supervision; guidance and motivation to officers in the Housing and Homelessness Service in the execution of their job. Ensuring that staff are working to a high level and operational objectives and timescales are met, all training and performance needs are dealt with within a timely manner by ensuring workloads and trends are monitored and action taken accordingly.

To work with the Housing and Homelessness Operational Leads to develop the service, including leading and managing projects, responding to new legislation, developing, and implementing new services, new initiatives and new technology. To take a lead operational role in the coordination of services with internal and external stakeholders including; Commissioned services Registered Providers, Private sector landlords and other accommodation providers.

Main Duties & Key Accountabilities

- Manage the team to ensure:
 - Officers are knowledgeable about the housing options available to customers.
 - People contacting the service are properly assisted with respect to the housing options that are available
 - Leading and motivating a team to be successful.
 - Undertake regular 121s, appraisals and team meetings
 - Ensure high performance through effective performance management of individual officers and taking action where appropriate
 - Assessment of housing need is completed with respect to the individual circumstances and actions taken appropriate to this.
 - Emergency accommodation is provided where appropriate
 - All relevant legislation, statutory guidance, policies and procedures are applied consistently across the team.
 - Financial policies and processes have been followed.
 - Best use of accommodation and resources to ensure value for money.
 - Ensuring staff make appropriate referrals for support and accommodation to both commissioned and non-commissioned services.
 - That appropriate decisions are made in line with legislation and guidance.
- Manage staff in line with sickness, disciplinary and grievance policies, undertaking investigations as appropriate.
- Ensure that work procedures and policies are clearly established, reviewed, kept up to date and that team members understand and follow them effectively.
- Managing staff in line with corporate appraisal and performance policies, identifying talent, ensuring that development opportunities are available.

- To regularly review and manage individual and team performance taking appropriate interventions promptly when required.
- Setting direction and motivating direct reports through the provision of coaching and regular feedback.
- Manage recruitment processes and designing talent selection exercises to ensure the resourcing needs of the service are met, ensuring that induction, onboarding and training plans are created and tailored to the needs of any newly pointed team members.
- 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.
- In conjunction with the Operational Leads, 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.
- Deputise for the Operational Lead in their absence in all aspects of service management and delivery. Refer to next Operational Lead or Head of service if necessary.
- Liaise with other organisations, including Housing Associations and voluntary groups on issues relating to the work of the team, ensuring that the appropriate information is shared, and facilitate awareness training.
- Ensure that responses to enquiries from Councillors, MPs and official complaints are dealt with in accordance and in line with Council's procedure. Assist with the preparation and presentation of reports to Management Team and other external bodies as required.
- 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 reviews, and compose high level briefings, where 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 all service information available for customers is both up to date and reflects the needs of the community including managing the web pages for the service.
- To work in collaboration with the whole council as part of the One Coventry approach to provide a cohesive and inclusive service for customers.
- To monitor service demands and ensure that the service has appropriate capacity and resources to meet its statutory requirements, whilst maintaining value for money.
- To lead and manage projects within set timescales and budgets.
- Identify opportunities for service improvement. Design, implement and deliver solutions.
- Lead by example following principals of council's values and behaviours.
- Any other duties and responsibilities within the range of the salary grade.

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:

- Housing Options Officers
- Accommodation Officers
- Choice Based Lettings Officers
- Housing Support Officers
- Senior Review and Communication Officers
- Housing Support Officers
- Senior Review and Communication Officers

Person specification

Job Evaluation Code	A5823
Knowledge	
Knowledge of relevant legislation and guidance and the ability to interpret, translate, communicate and incorporate into policies and procedures.	
Detailed knowledge of the different housing options that are available to customers and how they are accessed	
Knowledge of performance reporting frameworks	
Skills and Abilities	
Ability to supervise a team of officers deploying them so that operational goals are achieved, and time schedules met	
Supervision skills to be able to assist staff on a one-to-one basis in the management of their workload and in resolving issues that impact on work	
Organisational and administrative skills to plan, prioritise and organise workload and meet deadlines when working under pressure, with the ability to change focus from managing staff to other project areas	
Allocate work and assist staff in addressing workload priorities	
Ability to work flexibly to respond to changed priorities and new circumstances that arise	
Skills in monitoring and analysing data and trends to contribute to the performance framework within the Council and in Central Government. To ensure that information analysis contributes to change where appropriate	
Communication skills to communicate with a wide variety of audiences (e.g. customers; housing providers; support agencies, stakeholders) using a variety of methods e.g. verbal and written including presenting	
Negotiation and influencing skills to achieve appropriate case /service outcomes involving customers, landlords, colleagues and other agencies; with the aim of resolving disputes	
Interviewing skills including observation, questioning, listening and recording information from customers/ staff and colleagues accurately to achieve successful outcomes	
Excellent Skills and abilities in team working and working with other colleagues and partner organisations	
ICT skills in using standard software provided (word; excel; Office etc) and skills in inputting and retrieving data accurately to the teams ICT systems	
Experience	
Experience of working with customers in housing need, specifically homelessness and/or social/ affordable housing allocations at an operational level	

Experience of operating at a supervisory level, leading a team of staff in a housing environment
Experience of developing innovative thinking and introducing revised ways of working
Experience of working with landlords in the private rented sector is desirable but not essential
Experience of operating in an environment with a high degree of direct involvement with the public
Able to evidence up to date training relating to the legal framework governing all aspects of housing need and the latest developments
Qualifications
Degree level qualification or equivalent experience is desirable but not essential
Evidence of continuous personal development

Date Created	April 2022	Date Reviewed	November 2022
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