



Coventry City Council

Job Description

Job Title:	Housing and Homelessness Manager	Job Number:	
Service:	Housing and Homelessness	Post Number:	
Location:	Citywide	Grade:	7

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.

Job Purpose:

To provide leadership; supervision; guidance and motivation to officers in the Housing and Homelessness Service in the execution of their job.

To work with the Housing and Homelessness Operational Leads to develop the service, including responding to new legislation, new initiatives and new technology.

Management of the day to day operational service, monitor and evaluate team workloads and trends and adjust procedures and practices appropriately.

Main Duties and Responsibilities:

- 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 be successful including support through change
 - Undertake regular 121s, appraisals and team meetings
 - Ensure high performance through effective performance management 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
 - Ensure that all relevant legislation, policies and procedures are applied consistently across the team.
- 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.

- 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.
- Lead by example following principals of council's values and behaviours.
- Ensure that the service policies and procedures are reviewed regularly and amended where necessary
- 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.
- Liaise with other organisations, including Housing Associations and voluntary groups on issues relating to the work of the team.
- 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 Elected Members, Management Team and other external bodies as required.
- Ensure all service information available for customers is both up to date and reflects the needs of the community.
- 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 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.
- To work in collaboration with the whole council as part of the One Coventry approach to provide a cohesive and inclusive service for customers.
- Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

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

Responsible for: Housing Options Officers
Accommodation Officers
Homefinder Officers
Housing Support Officers

Responsible to: Housing and Homelessness Operational Lead

Date Reviewed: February 2020

Updated: September 2021



Coventry City Council

Person Specification

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Service:	Housing and Homelessness	Post Number:	
Location:	Citywide	Grade:	7

Area	Description
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Knowledge:	<ul style="list-style-type: none"> Knowledge of relevant legislation and guidance and the ability to interpret, translate, communicate and incorporate into policies and procedures.
	<ul style="list-style-type: none"> Detailed knowledge of how the Coventry Choice-based Lettings system operates
	<ul style="list-style-type: none"> Detailed knowledge of the different housing options that are available to customers and how they are accessed
	<ul style="list-style-type: none"> Knowledge of performance reporting frameworks relevant to the area of work
	<ul style="list-style-type: none"> Knowledge of City Council HR policies and practices

Skills and Abilities:	<ul style="list-style-type: none"> Ability to supervise a team of officers deploying them so that operational goals are achieved, and time schedules met.
	<ul style="list-style-type: none"> 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
	<ul style="list-style-type: none"> 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
	<ul style="list-style-type: none"> Organisational and administrative skills to plan, prioritise and organise workload and meet deadlines when working under pressure.
	<ul style="list-style-type: none"> Allocate work and assist staff in addressing workload priorities.
	<ul style="list-style-type: none"> Ability to work flexibly to respond to changed priorities and new circumstances that arise
	<ul style="list-style-type: none"> 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.
	<ul style="list-style-type: none"> Communication skills to communicate with a wide variety of audiences (e.g. customers; housing providers; support agencies) using a variety of methods eg. verbal and written
	<ul style="list-style-type: none"> Negotiation and advocacy skills to achieve appropriate case outcomes involving customers, landlords, colleagues and other agencies; with the aim of resolving disputes or acceptance of available resources.
	<ul style="list-style-type: none"> Interviewing skills including observation, questioning, listening and recording information from customers/ staff and colleagues accurately to achieve successful outcomes
	<ul style="list-style-type: none"> Excellent Skills and abilities in team working and working with other colleagues and partner organisations



Coventry City Council

..... Directorate
Human Resources

	<ul style="list-style-type: none"> • ICT skills in using standard software provided (word; excel; Office etc) and skills in inputting and retrieving data accurately to the teams ICT systems.
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Experience:	<ul style="list-style-type: none"> • Experience of working with customers in housing need, specifically homelessness and social/ affordable housing allocations at an operational level.
	<ul style="list-style-type: none"> • Experience of operating at a supervisory level, leading a team of staff in a housing environment
	<ul style="list-style-type: none"> • Experience of developing innovative thinking and introducing revised ways of working
	<ul style="list-style-type: none"> • Experience of operating in an environment with a high degree of direct involvement with the public
	<ul style="list-style-type: none"> • Able to evidence up to date training relating to the legal framework governing all aspects of housing need and the latest developments

Educational:	<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:	
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Date Reviewed: February 2020

Updated: February 2020