



Coventry City Council

Job Description

Job Title:	Housing and Homelessness Lead – People	Job Number:	
Service:	Housing and Homelessness	Post Number:	
Location:	Citywide	Grade:	10

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:

Under the general direction of the Head of Housing and Homelessness to be responsible for the delivery of a customer focused, high quality, value for money service.

To manage the financial and operational performance of the housing and homelessness service.

To be responsible for the provision of the statutory housing and homelessness service.

To deputise, where necessary for the Head of Housing and Homelessness.

Main Duties and Responsibilities:

- Demonstrate effective leadership by managing and motivating employees in the service to ensure the delivery of high quality and customer focussed services.
- Making informed and consistent strategic decisions and presenting a compelling rationale for the chosen options to decision makers including Head of Service, Director of Adult Services & Housing and elected members.
- Maintain a clear focus on change and continuous improvement across the service area responding to relevant case law and legislative changes.
- To be responsible for the continual identification and application of schemes and service developments to improve the Councils overall Housing and Homelessness performance and efficiency to include:-
 - IT infrastructure and functions
 - Liaison and joint working with private and public landlords
 - Statistical monitoring and evaluation
 - Operational procedures and practices
 - Contract monitoring and management
- To develop partnerships with both internal and external stakeholders so as to take full advantage of joint working opportunities and maximise opportunities and benefits to build capacity.

- - To create, implement and manage automated dashboards for all parts of the Housing and Homelessness service
 - To create, implement and monitor operational plans for the statutory homeless service and Home Finder
 - Ensure the service meets corporate targets for successful homeless outcomes and HomeFinder assessments
 - To manage, monitor and forecast all aspects of the housing and homelessness budgets and external contracts continually monitoring financial and operational processes and procedures so as to highlight areas where efficiency and effectiveness can be improved.
 - Ensure HCLIC quarterly returns are completed to DLUHC and to review and submit quality assurance of the Coventry City Council HCLIC data
 - To understand best practice and innovative models across the public and private sector, being considered to improve service delivery.
 - To coordinate the resolution of requests and queries relating to the services in accordance with Council procedure including investigation and response to complaints.
 - To ensure that all services operate in line with Council procedure and relevant legislative requirements at all times.
 - To be responsible for the provision, monitoring and reporting of externally sourced contracts, services and resources in line with the Councils procurement procedures and service/organisational requirements.
 - Effective management of all employees in line with Council policy and procedure to include:-
 - Recruitment, training and development
 - Performance and absence management
 - Appraisals
 - To represent the service at internal and external strategic, operational and partnership meetings.
 - 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 and Homelessness Managers
Housing Assessments/Prevention/Solutions Officers
Housing Support Officers

Choice Based Lettings Officers

Responsible to: Head of Housing and Homelessness

Date Reviewed: August 2022

Updated: August 2022



Coventry City Council

Person Specification

Job Title:	Housing and Homelessness Lead - People	Job Number:	
Service:	Housing and Homelessness	Post Number:	
Location:	Citywide	Grade:	10

Area	Description
------	-------------

Knowledge:	<ul style="list-style-type: none"> • Extensive, high level and up to date knowledge and the delivery of Housing and Homelessness services whilst meeting best practice and value for money principles
	<ul style="list-style-type: none"> • Good experience of development and implementation of strategic objectives with the ability to link these to service plans
	<ul style="list-style-type: none"> • Excellent financial resource management experience, practice and techniques
	<ul style="list-style-type: none"> • Demonstrate a commitment to principles of customer care and client focused service delivery
	<ul style="list-style-type: none"> • Excellent understanding of the current housing challenges and requirements for Coventry in relation to the Housing and Homelessness Service
	<ul style="list-style-type: none"> • Practical use of systems and technology in developing and delivering service objectives
	<ul style="list-style-type: none"> • Effective employee performance management practice and techniques to achieve service objectives.
	<ul style="list-style-type: none"> • Knowledge and awareness of disability issues in the context of service delivery including compliance with Disability Discrimination Awareness Act
	<ul style="list-style-type: none"> • Health and safety requirements applied in the working environment
	<ul style="list-style-type: none"> • Developing, monitoring and reviewing service level agreements and contracts

Skills and Abilities:	<ul style="list-style-type: none"> • Excellent customer relations with the ability to build effective relationships and resolve conflict
	<ul style="list-style-type: none"> • Proven ability to operate at strategic and operational levels within a large multifunctional organisation
	<ul style="list-style-type: none"> • Excellent written and verbal communication skills to a range of audiences
	<ul style="list-style-type: none"> • Effective people management skills
	<ul style="list-style-type: none"> • Build and maintain relationships with a wide range of stakeholders
	<ul style="list-style-type: none"> • Analyse information and formulate a range of proposed solutions
	<ul style="list-style-type: none"> • Ability to make formal and informal presentations to a diverse range of audience group
	<ul style="list-style-type: none"> • Excellent people leadership skills in relation to motivation, development and delivery
	<ul style="list-style-type: none"> • Proven negotiating, mentoring and coaching skills strong influencing skills
	<ul style="list-style-type: none"> • High level of organisational and interpersonal skills
	<ul style="list-style-type: none"> • Use of ICT in service delivery and performance management

	<ul style="list-style-type: none"> • Excellent financial and budgetary management skills
	<ul style="list-style-type: none"> • High level of initiative and independent action within a team working environment
	<ul style="list-style-type: none"> • Prioritise workload and respond effectively and efficiently to emergencies
	<ul style="list-style-type: none"> • Flexible approach to work and ability to adapt to changing working environment to meet customer needs.

Experience:	<ul style="list-style-type: none"> • Extensive management experience within a customer focused Housing and Homelessness service in a similar size private or public sector organisation
	<ul style="list-style-type: none"> • Financial management and budgetary control
	<ul style="list-style-type: none"> • Building and maintaining successful working relationships with customers, stakeholders and team members
	<ul style="list-style-type: none"> • Developing, negotiating and monitoring service level agreements and contracts with external suppliers and organisations

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:	
------------------------------	--

Date Reviewed: August 2022

Updated: August 2022