



Coventry City Council

Job Description

Job Title:	Supported Accommodation Manager	Job Number:	
Service:	Housing & Homelessness	Grade:	7
Location:	Various		

Job Purpose:

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/health and safety 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 and Responsibilities:

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 safe guarding concerns in partnership with the support provider

Operational management:

- Manage, develop and mentor all Hostel staff emphasising excellent customer

- service and ensuring high standards of cleanliness are maintained throughout the Hostel
- Plan weekly rotas to ensure sufficient cover for bookings including additional demand on the service, and to facilitate staff leave and training.
- Undertake regular assessment of occupancy and support preparation of future projections and targets for onward reporting and forward planning.
- 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 effective and efficient running of the Hostel and that all systems, facilities and procedures are in place to comply with legislation, including health and safety requirements and maintenance such as planned and reactive repairs.
- Oversee ordering of supplies; manage supplier relationships, ensuring good value for money in accordance with Coventry City Council financial procedures.
- Ensure the building, fixtures and fittings remain to the required standard and project manage maintenance activities effectively to enable works to be completed on time and on budget.
- 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 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.
- 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.
- Any other duties and responsibilities within the range of the salary grade.
- Work in partnership with the support provider to manage and deal with serious incidents including but not limited safe guarding concerns, criminal behaviour and ASB

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 Equality, Diversity and Inclusion Policy.

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

Responsible for: Housing Officers

Responsible to: Housing & Homeless Manager

Date Reviewed: April 2020

Updated: April 2020



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Person Specification

Job Title:	Supported Accommodation Manager	Job Number:	
Service:	Housing & Homelessness	Grade:	7
Location:	Various		

Area	Description
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Knowledge:	• Demonstrate good understanding of supported accommodation, compliance, Health and Safety within buildings, supported accommodation or similar.
	• Knowledge of Housing and Homelessness legislation
	• Knowledge of people who have complex needs, including mental health, offending behaviour and drug or alcohol dependencies

Skills and Abilities:	• Able to collate and interpret financial and performance data to drive business growth
	• Ability or track record in management and delivery of supported accommodation, hostel or other accommodation provision.
	• Excellent administration skills and attention to detail.
	• Ability to plan, organise and co-ordinate, working to tight deadlines using own initiative.
	• Good written and oral communication skills.
	• Knowledge of Microsoft Office, particularly Word and Excel.
	• The ability to travel around the city

Experience:	• Experience of providing high quality customer service, preferably in managing a hostel, hotel or similar.
	• Line management experience with a sound track record in recruiting, developing and mentoring staff and volunteers.
	• Project management experience including preparation of specifications and budgets.
	• Experience of working with the public in a face to face environment in complex situations
	• Experience of multi-agency and partnership working
	• Experience of working with customers with housing needs
	• Knowledge of people who have complex needs, including mental health, offending behaviour and drug or alcohol dependencies



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	<ul style="list-style-type: none"> • Experience of working with vulnerable groups • Experience of working closely with partner organisations to deliver positive outcomes for the organisation and individuals
Educational:	<ul style="list-style-type: none"> • Degree level qualification or equivalent experience • 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 Reviewed: April 2020

Updated: April 2020