



JOB DESCRIPTION

Division:	Housing Needs
Job Title:	Housing Allocations Team Leader
Grade:	SO2
Post Number:	M237
Base/Location:	Southfields Loughborough
Responsible To:	Housing Needs Manager
Responsible For:	Housing Allocations Team
Key Relationships/ Liaison with:	<ul style="list-style-type: none"> • Internal and external services and agencies including those from the statutory, voluntary, and private sectors • Private and social landlords • Housing applicants

Job Purpose	
	<ul style="list-style-type: none"> • To manage, support and develop the Housing Allocations Team. • To ensure the Housing Allocations Service is effectively and efficiently delivered, in line with procedures and policies. • To deal with complex cases, carry out decision reviews and resolve customer complaints. • To work in partnership with internal and external services and agencies to support the delivery of the service and related policies, strategies, action plans and initiatives.

Main Duties and Responsibilities	
1	Responsible for the day-to-day management of the Housing Allocations Service, including the assessment, determination and review of housing applications, management and administration of the housing register and advertisement, allocation and letting of council and registered provider properties.
2	Responsible for the day-to-day management of the Housing Allocations Team, including training, guidance, coaching, mentoring, support, and motivation and encouraging strong team and cross-team working.
3	Ensure the service is delivered effectively and efficiently, in line with procedures and policies, and ensure consistency in service provision and decision making.
4	Ensure service standards and performance targets are achieved, through regular performance monitoring, collation and timely submission of performance reports and returns, and assist in the identification and

	implementation of corrective actions.
5	Ensure quality and value for money in service delivery, by obtaining feedback from customers, partners, and staff, benchmarking services, and identifying best practice, and assist in the identification and implementation of service improvements.
6	Develop, review, and implement procedure guides to support effective, efficient, and consistent service provision, in line with local and national policies and legislation.
7	Develop and review information and guidance for customers, to support understanding of and access to the service.
8	Represent the service at internal and external meetings, working groups and case conferences.
9	Work in partnership with internal and external services, including other housing authorities, registered providers, and statutory and voluntary agencies, to ensure the delivery of council policies, strategies and action plans and related initiatives, providing information and training as required.
10	Ensure, through regular liaison with Registered Providers, the timely advertising and letting of void registered provider properties in line with nomination agreements.
11	Ensure, through regular liaison with the Housing Repairs Team Leader, the timely advertising and letting of void council properties.
12	Ensure, through regular liaison with the Housing Options Team Leader, suitable accommodation is identified for temporary placements for homeless applicants to keep the use of bed and breakfast accommodation to a minimum.
13	Ensure, through regular liaison with the Housing Services Team Leader, suitable accommodation is identified for temporary decants for council tenants to enable essential works to be carried out to council properties.
14	Ensure, through regular liaison with the Housing Administration Team Leader, the maintenance of accurate and up-to-date records relating to all aspects of the service.
15	Ensure, through regular liaison with the Housing Systems Team Leader, the development, review, and implementation of computerised systems to support the delivery of the service.
16	Undertake complex cases, as directed by the Housing Needs Manager, validate officer decisions, and carry out reviews of officer decisions.
17	Resolve customer complaints.
18	Prepare responses to information requests from the Local Government Ombudsman and elected Members and Freedom of Information requests.
19	Assist the Housing Needs Manager with the development, review and implementation of relevant policies, strategies, action plans, service contracts and service level agreements.
20	Assist the Housing Needs Manager with the management and monitoring of relevant budgets, ensuring that expenditure is within approved limits and value for money is achieved.
21	Work closely with the Housing Options Team Leader, providing support and cover as required and in their absence. Deputise for the Housing Needs Manager in their absence.
22	Participate in an out-of-hours emergency contact rota and assist the

	Housing Options Team Leader to manage the out-of-hours service.
23	Ensure the delivery of fair and equal services to all customers, in line with council policies.
24	Ensure safeguarding concerns are identified and reported, in line with council policies.
25	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
26	Undertake such other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you, at your main place of work and at any other of the council's establishments.
Special Factors	
<ul style="list-style-type: none"> • The nature of the work may involve the jobholder carrying out work outside of normal working hours. • As this job is designated as a 'regulated activity' (i.e. it involves certain activities in relation to children and/or vulnerable adults) or is an exempt position under the Rehabilitation of Offenders Act, an enhanced DBS check is essential. 	

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Prepared by: Housing Needs Manager
Date: March 2021

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	Essential	Desirable	How assessed
Qualifications			
Level 4 Certificate or equivalent in Housing or a related subject	✓		App/Doc
Certified member of the Chartered Institute of Housing		✓	App/Doc
Or			
Demonstrable experience identified within the section below	✓		App/Int
Experience			
Significant experience of delivering housing allocations and lettings services	✓		App/Int
Experience of delivering housing advice and homelessness services		✓	App/Int
Experience of complex case work	✓		App/Int
Experience of partnership working in a multi-agency environment	✓		App/Int
Experience of managing and improving performance	✓		App/Int
Experience of managing and resolving customer complaints	✓		App/Int
Experience of managing and responding to enquiries from elected members		✓	App/Int
Experience of managing staff		✓	App/Int
Experience of managing budgets		✓	App/Int

PERSON SPECIFICATION

Skills/Knowledge			
Knowledge and understanding of housing authorities' duties under Part 6 of the Housing Act 1996	✓		App/Int
Knowledge and understanding of housing authorities' duties under Part 7 of the Housing Act 1996		✓	App/Int
Ability to use own initiative, make decisions and resolve problems with minimal supervision	✓		App/Int
Strong verbal communication skills and ability to deliver clear and effective presentations	✓		App/Int
Strong written communication skills and ability to produce clear and accurate letters and reports	✓		App/Int
Strong organisational and time management skills	✓		App/Int
Ability to prioritise workloads to meet conflicting deadlines and achieve a range of performance targets	✓		App/Int
Ability to demonstrate a broad range of management and leadership competencies, including supporting, developing, coaching, and mentoring	✓		App/Int
Ability to manage resources to achieve performance targets and service standards	✓		App/Int
Ability to develop, review and implement effective procedures	✓		App/Int
Ability to research and identify best practice and embed into working practices		✓	App/Int
Ability to analyse and interpret data to identify trends and improvements		✓	App/Int

Interpersonal Skills			
Ability to communicate effectively with customers with differing needs, colleagues at different levels and elected members	✓		Int
Ability to deal with vulnerable people in complex situations	✓		Int
Ability to develop and maintain effective working relationships with partner agencies	✓		Int
Mediation Skills		✓	Int
Disposition / Attitude			
Self-motivated with the ability to work and organise priorities effectively when under pressure and without direct supervision	✓		Int
Ability to work effectively as part of a team to achieve shared goals	✓		Int
Ability to deal with enquires and complaints in an assertive and sympathetic manner	✓		Int
Ability to meet performance targets and deadlines whilst ensuring quality of service and sensitivity	✓		Int
Willingness to attend meetings when required, which may on occasion include evenings and weekends	✓		Int
Commitment to providing fair and equal services and opportunities	✓		Int
Commitment to providing excellent customer service and continuous improvement	✓		Int
Flexible approach to work with the ability to meet challenges and adapt to change	✓		Int
Personal Circumstances			
Ability to travel in and around Charnwood	✓		Int
Ability to participate in an out-of-hours emergency contact rota	✓		Int
Ability to work additional hours when required, which may on occasion include evenings and weekends	✓		Int

Other Requirements			
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate in accordance with the provisions of the Equality Act 2010	✓		App

Key: App = Application form Test = Test Int = Interview	Pre = Presentation Med = Medical questionnaire Doc = Documentary evidence (e.g. certificates)
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Prepared by: Housing Needs Manager Date: March 2021
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