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| Division: | Housing Needs |
| Job Title: | Housing Options Team Leader |
| Grade: | SO2 |
| Post Number: | M090 |
| Base/Location: | Southfields Loughborough |
| Responsible To: | Housing Needs Manager |
| Responsible For: | Housing Options 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 | |
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| | <ul style="list-style-type: none"> • To manage, support and develop the Housing Options Team. • To ensure the Housing Options 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 | |
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| 1 | Responsible for the day-to-day management of the Housing Options Service, including the assessment, determination and review of homeless applications, the provision of housing advice and assistance in relation to the prevention and relief homelessness and interim and temporary accommodation placements. |
| 2 | Responsible for the day-to-day management of the Housing Options Team, including training, guidance, coaching, mentoring, support, and motivation, identifying development needs, 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 |

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| | 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, accommodation 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 advice, support, and accommodation providers, that applicants are assisted to access and sustain supported, social and private sector accommodation. |
| 11 | Ensure the effective management of interim and temporary accommodation placements, including the payment of charges. |
| 12 | Ensure, through regular liaison with the Housing Allocations 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 Administration Team Leader, the maintenance of accurate and up-to-date records relating to all aspects of the service. |
| 14 | 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. |
| 15 | Undertake complex cases, as directed by the Housing Needs Manager, validate officer decisions, and carry out reviews of officer decisions. |
| 16 | Resolve customer complaints. |
| 17 | Prepare responses to information requests from the Local Government Ombudsman and elected Members and Freedom of Information requests. |
| 18 | Assist the Housing Needs Manager with the development, review and implementation of relevant policies, strategies, action plans, service contracts and service level agreements. |
| 19 | 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. |
| 20 | Work closely with the Housing Allocations Team Leader, providing support and cover as required and in their absence. Deputise for the Housing Needs Manager in their absence. |
| 21 | Participate in an out-of-hours emergency contact rota and manage the out-of-hours service. |

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| 22 | Ensure the delivery of fair and equal services to all customers, in line with council policies. |
| 23 | Ensure safeguarding concerns are identified and reported, in line with council policies. |
| 24 | Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with council policies. |
| 25 | 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: July 2021

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| | Essential | Desirable | How assessed |
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| 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 advice and homelessness services | ✓ | | App/Int |
| Experience of delivering housing allocations and lettings 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 | | | |
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| Knowledge and understanding of housing authorities' duties under Part 7 of the Housing Act 1996 | ✓ | | App/Int |
| Knowledge and understanding of housing authorities' duties under Part 6 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 |

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

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| 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 |

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| 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: July 2021 |
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