

JOB DESCRIPTION

DIRECTORATE	Place and Climate Change
SERVICE	Housing and Regeneration
POST NUMBER	100306
POST TITLE	Housing Solutions Manager
POST GRADE	Local Salary Scale PO3
CONDITIONS OF SERVICE	National Joint Council (NJC) for Local Government Services as amended locally
RESPONSIBLE TO	Head of Service - Housing and Community
RESPONSIBLE FOR	Housing Needs Team operations
JOB PURPOSE	To lead and manage the Housing Solutions Team and the overall Housing, Homelessness and Rough Sleeping Strategy, homelessness prevention initiatives and related projects. To lead the continuous improvement of the Housing Solutions Team performance and service quality in support of the Council's statutory duties and those discretionary powers it chooses to pursue in respect of housing advice, housing options, housing aid, homelessness and the Housing Register. To cover the management of Housing Needs operations in his/her absence.

MAIN AREAS OF WORK	
1	Work with the Housing Needs Manager to manage resources and ensure the effective performance of the overall Housing Team to deliver agreed aims and objectives within budget and timescales.
2	Support the design and manage the delivery of the Housing, Homelessness and Rough Sleeping Strategy, Allocations Scheme and other housing related strategies and action plans.
3	Be responsible for the development and delivery of service quality standards and performance measures and, jointly with the Housing Needs Manager, be responsible for delivery of the Housing Solutions Service's performance and quality standards as set out in the Service Plan.
4	Work with operational colleagues to monitor and assess the housing needs of the district and be responsible for developing innovative solutions to meet identified housing and related support needs.
5	Manage and be responsible for the development, delivery and performance of a range of Council projects and initiatives designed to improve rates of homelessness prevention and relief against targets in the Service Plan.
6	To oversee and be responsible for those elements of budgetary performance for which the role is responsible in support of the Head of Service.

7	Manage and lead a range of externally funded projects delivered with external partner agencies and be responsible for data returns, project performance and reporting.
8	Work with partners across housing related sectors to identify new funding opportunities and develop service specifications and commission new projects and initiatives to improve levels of support and housing access against identified housing needs within the community.
9	Lead in the acquisition of property; the design of service specifications and commissioning of new supported and temporary housing solutions designed to meet the needs of a range of households in housing difficulty and to which the Council may owe a housing duty.
10	Lead in the procurement of and access to new accommodation in the private and social housing sectors to support the prevention and relief of homelessness, including the management and performance of the Rother Tenant Finder Service.
11	Ensure that there is effective monitoring of Housing Solutions Team functions to evidence year-on-year improvements in quality and range of services/action plans to remedy under-performance as set out in the Service Plan.
12	In the absence of the Housing Needs Manager, be responsible for the discharging the Council's duties under part VI and VII of the Housing Act 1996 (as amended); Homelessness Reduction Act 2017 and other relevant statutory and regulatory frameworks.
13	Continually improve the Housing Solutions Team's procedures and processes with respect to improvements in quality, value and safety in line with identified requirements and established best practices.
14	Manage and promote the Council's Resettlement Schemes and Rother Tenant Finder
15	Represent the Council on external bodies and meetings and to deputise for the Service Manager – Housing and Community and the Housing Needs Policy & Projects Manager when required
16	To be responsible person for the Housing Department's residential housing stock to ensure compliance with statutory safety legislation under the relevant residential building and fire safety legislation.
17	To be the named Health & Safety Lead for all Council owned residential properties, and comply with all activities associated with this role in line with legislation
18	To be responsible for the management of all relevant policies and procedures in relation to the safe management of the Council's residential housing stock and ensure compliance.
19	Manage the Council's residential housing stock to include rent collection, lettings, evictions, repairs and void functions
20	Ensure an equality of access to housing services; ensure that customer care is a priority and that evidence of levels of satisfaction is collected
21	When required and as part of flexible working – to work within other Services and Directorates in support of the Council's overall objectives and projects
22	To co-operate with Managers in the implementation of the Council's Health and Safety policy. The responsibilities of members of staff in respect of this are set out in the Council's Health and Safety manual

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To undertake any other duties for which the post holder is competent and which the Service Manager considers necessary for the effective and efficient delivery of the Service

PERSON SPECIFICATION



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POST GRADE	Local Salary Scale PO3		
		Essential	Desirable
Qualifications			
Minimum 'A' Level standard of education or equivalent		X	
Level 4 Certificate in Housing		X	
Diploma level qualification in a housing related field or equivalent			X
Project management qualification		X	
Health & Safety related qualification		X	
Experience			
Minimum five years' experience in a housing or housing related field		X	
Experience of identifying different types of housing needs and developing strategic responses in consultation and collaboration with residents, members and partner agencies		X	
Experience of commissioning housing or housing related accommodation and/or support services and monitoring performance effectively against tangible outcomes and KPIs		X	
Project management experience		x	
Evidence of designing and implementing service changes and achieving measurable performance improvements		X	
A commitment to effective communication and evidence of working with and coordinating a wide range of partners to achieve shared outcomes		X	
Evidence of supporting the effective management of budgets			x
Experience of property management and compliance with residential building and fire safety legislation		x	
Skills and Abilities			
Effective business and strategic planning		X	
Performance management		X	
Data gathering and analysis		X	
Excellent interpersonal skills – able to communicate effectively at all levels		X	
Analytical and problem solving		X	

Provision of excellent customer care and service standards	X	
Motivate and lead teams	X	
Partnership working and relationship building both internally and externally	X	
Strong presentation skills	X	
Excellent negotiation skills	X	
Time management	X	
Work under pressure and deal with unforeseen and urgent demands	X	
Training		
Management training		X
Evidence of CPD and commitment to continuing professional development	X	
Knowledge		
Comprehensive knowledge of national housing policy and homelessness policy and homelessness legislation.	X	
Detailed knowledge of relevant residential building and fire safety legislation and policy.	x	
Detailed understanding of the challenges facing a variety of homeless groups – including those experiencing multiple and complex needs – and knowledge of the services commissioned to support them	X	
Knowledge of housing related support services regionally and an understanding of the different functions of statutory and voluntary services.	x	
Knowledge of external funding sources and how to access these	x	
Knowledge of local service provision and partnership networks		x

April 2024