

	Job Title	Private Sector Initiatives & Projects Team Leader
	Directorate	Partnerships, Housing and Resident Services
	Department	Housing Needs & Support Service
	Grade	PO4
	Reports to	Service Manager – Private Sector Initiatives & Projects and Social Housing
	Staffing Responsibility	9 direct reports

Job Purpose:

1. To support the Service Manager (Private Sector Initiatives & Projects and Social Housing) in securing the continuous development, improvement, efficiency and success of the Housing Needs & Support Service as a whole. Work will often involve interpreting or assessing customer needs, identifying trends, generating original ideas. Individuals will typically be accountable for the quality and professionalism of service delivery. The work will include the implementing of operational plans within the service area to fit with broader functional and Council strategy
2. To lead and manage the procurement of accommodation in the Private Rented Sector, and assume responsibility for the planning, commissioning and supply of temporary accommodation as well as an efficient tenancy sustainment service for clients assisted into the private rented sector by providing assistance to tenants placed into the private rented sector in discharge of the Council’s main housing duty as well as supporting the landlord/managing agents providing such properties.
3. The post is responsible for a portfolio of services which may be altered from time to time but currently include the following: effective management of the Private Sector Initiatives Team, including complaints management.

Principal Accountabilities and Responsibilities:

1. Make a positive contribution to the delivery of the service, this will include working flexibly and positively to achieve the objectives of the Council.
2. Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capability. This will include promoting achievement, and improvement on agreed performance standards and excellent customer service.
3. Manage a customer focused service and the effective use of resources.

4. Ensure that the council's overall vision, values and ethos are central to the requirements of the service.
5. Support effective working relationships and act as an ambassador and advocate with external organisations
6. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.
7. To develop and deliver strategies, policies and projects to maximise the supply of suitable, private rented accommodation for households who are homeless or threatened with homelessness to use to end the main duty through a PRSO or prevent homelessness, with a strong focus on reducing levels of usage of temporary accommodation and promoting value for money.
8. To contribute to meeting the Council's Private Housing Service strategy through improving property standards, increasing supply and supporting landlords, agents and tenants through the development and implementation of a tenancy sustainment service
9. To ensure that the performance of all accommodation-related projects, contracts and service level agreements is effectively reviewed, monitored and evaluated, and that any under-performance, service failure and/or financial and legal issues are addressed swiftly and appropriately.
10. To successfully tender, evaluate and let contracts to providers, ensuring quality, value for money and compliance with the Council's financial regulations and legal requirements, as well as those imposed by external agencies such as London Councils and MHCLG.
11. To ensure that demand and supply data and performance and financial information related to the accommodation portfolio is routinely collected, analysed and acted upon, in order to effectively shape commissioning decisions, anticipate and /or manage service problems and control financial expenditure.
12. To assess and authorise payments relating to the accommodation portfolio up to a certain limit and work with the Finance Manager and Service Manager (Private Sector Initiatives & Projects and Social Housing) to ensure that effective systems for monitoring and evaluating the accommodation budget are in place.
13. To lead on effective inter-service liaison and joint working initiatives, both internally and externally.
14. To ensure effective management of complaints and enquiries across the Private Sector Initiatives team.
15. To provide quality advice and information to service managers, Councillors and government departments in relation to Private Sector Initiatives issues. This will include the production of reports to Members and attendance at council meetings as required.
16. To provide accurate and timely performance information and analysis on PRS procurement and sustainment and other aspects of service performance to the Service Manager (Private Sector Initiatives & Projects and Social Housing) and other senior managers as required.
17. To develop and maintain close working relations with Council services and a wide range of other stakeholders in order to facilitate the flow of information and encourage collaboration and co-operation.
18. High level of work related pressure in terms of deadlines, conflicting priorities etc.
19. To assist with the development of the Council's services as directed by the Service Manager
20. To operate within a framework set by Corporate and Department Management Teams, but with some freedom to influence the shape of services.
21. To assists on policy and development as directed by Service Manager
22. To ensures high standards of service delivery
23. Keeps up to date with legislation and professional development related to work the area
24. Initiates council wide improvements to the team
25. Work flexibly and positively to achieve the objectives of the Council.
26. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
27. Carry out duties with due regard to the council's customer care, equal opportunities, information governance, data protection and health and safety policies and procedures.

28. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.
29. Undertake any other duties commensurate with the general level of responsibility of this post.

DBS Status	Basic
Politically Restricted <i>(delete as appropriate)</i>	No

Person Specification

	<p>To be identified by: <i>Application Form(A)</i> <i>Test/assessment (T)</i> <i>Interview (I)</i></p>
<p>Qualifications and Professional Membership requirements:</p> <ul style="list-style-type: none"> • Educated to degree level or equivalent relevant experience • PRINCE2 or equivalent project management qualification/training or demonstrable experience • Evidence of significant relevant Continuing Professional Development (CPD). 	<p>A/T/I A/T/I A/T/I</p>
<p>Knowledge (please specify all essential criteria):</p> <ul style="list-style-type: none"> • Educated to a high standard of numeracy and literacy • Comprehensive knowledge of private rented sector and temporary accommodation provision, planning and usage. • Comprehensive knowledge of current housing market and availability. • Knowledge of all core legislation such as the Housing Act 1985, Housing Act 1996 as amended by the Homelessness Act 2002, Localism Act 2012, the Homelessness Reduction Act 2017, Protection from Eviction Act 1977, housing needs issues, related legislation and case law. • Knowledge of different procurement approaches and related financial and legal requirements. 	<p>A/T/I A/T/I A/T/I A/T/I A/T/I</p>
<p>Experience (please specify all essential criteria):</p> <p>Track record of achievement at a management level in a similarly large and complex organisation including:</p> <ul style="list-style-type: none"> • Experience of letting contracts and procuring services • Experience of managing contracts and addressing under-performance • Experience of leading and developing a multi-functional team • Experience of financial management and budget control 	<p>A/T/I A/T/I A/T/I A/T/I</p>

Skills and abilities (please specify all essential criteria):	
<ul style="list-style-type: none"> • Ability to lead, manage and motivate a team in a highly pressurised environment 	A/T/I
<ul style="list-style-type: none"> • Ability to manage performance and budgets 	A/T/I
<ul style="list-style-type: none"> • Able to prioritise own workload and that of a team 	A/T/I
<ul style="list-style-type: none"> • Ability to consistently achieve performance and quality standards. 	A/T/I
<ul style="list-style-type: none"> • Ability to effectively lead staff in a constantly changing environment 	A/T/I
<ul style="list-style-type: none"> • Ability to effectively plan, organise and manage conflicting priorities 	A/T/I
<ul style="list-style-type: none"> • Ability to make decisions and delegate 	A/T/I
<ul style="list-style-type: none"> • Ability to negotiate and build partnerships effectively 	A/T/I
<ul style="list-style-type: none"> • Ability to contribute to the longer term development of the service area. 	A/T/I
<ul style="list-style-type: none"> • Excellent project management and organisational skills 	A/T/I
<ul style="list-style-type: none"> • Effective and clear written and verbal communication skills. 	A/T/I
<ul style="list-style-type: none"> • Good analytical skills, with ability to understand and analyse complex financial and performance information and communicate effectively verbally and in writing 	A/T/I
<ul style="list-style-type: none"> • Strong IT skills, including use of databases and Excel. 	A/T/I

List desirable criteria:	
<ul style="list-style-type: none"> • CIPS Level 4 Diploma in Procurement & Supply 	