


GLPC Job Description

	Job Title	Temporary Accommodation and Supported Accommodation Manager
	Directorate	Resident Services
	Department	Housing Management Services
	Grade	PO5
	Reports to	Specialist Housing Operational Manager
	Staffing Responsibility	<p>Direct line management for up to 10 direct reports:</p> <p>1 x Temporary and Supported Accommodation Senior Officer – PO3</p> <p>X 6 Temporary and Supported Accommodation Officer – SO2</p> <p>1 x Supported Living Handyperson – SO1</p>

Job Purpose:

- To be the Strategic Lead for the Supported Housing and Temporary Accommodation portfolios ensuring the services provide high quality tenancy management, including rent collection and arrears management to all tenants.
- The post holder will manage the service level agreements and deliver service improvements through effective partnership working across Housing and Adult Social Care, acting as the key contact for this portfolio.
- lead and inspire an efficient and motivated team of front-line housing officers to deliver exceptional services, maximising operational results, taking ownership and responsibility for the delivery of all housing management tasks, with a strong focus on performance management, consistently meeting KPI's relating to income collection, void turnaround, repairs and arrears 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 and promoting a culture of accountability, fairness and consistency among staff and residents.

2. Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capability, detailing KPIs and reporting on these, and escalating clearly where there are risks.
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, knowing when to escalate and how to hold other corporate services to account to ensure the right outcome for staff and residents.
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. Overall responsibility for the day-to-day management of Housing Management services contracted to Supported Housing and Temporary Accommodation, including, rent collection; arrears management; relationship management with internal and external partners to support tenants; internal and communal repairs; relet of voids; ASB from residents or visitors, and management responsibility of all staff ie; disciplinaries, recruitment, sickness absence and performance.
8. Serve notices where appropriate and manage cases with the Legal service where there is a need to evict, always notifying the Operational Manager where there are risks, or delays.
9. Prepare court documents e.g., possession orders and rent arrear reports and attend hearings to represent the Council where needed.
10. Deal with Anti-Social Behaviour immediately and commensurately, never tolerating the abuse of staff or other residents.
11. Apply for injunctions as needed and in partnership with the Legal service.
12. Manage risks with appropriate use of policies, including management of a lone worker policy, ensuring staff are compliant and safe and utilise Peoplesafe devices.
13. Organise staff/management attendance at property mobilisation meetings with Care Providers and Adult Social Care representatives to ensure all issues to do with housing management are resolved before property handover, to allow smooth transition for on-boarding care providers and signing up of new clients.
14. Oversee and coordinate the mobilisation of new schemes ensuring the service and partners are prepared for residents moving in, providing the best possible start to a tenancy. This will include the coordination of sign-ups to new tenancies, ensuring void times within the postholders control are minimised, and that all new tenants / clients are signed up to correct benefits from day 1.
15. Participate in the ongoing development, implementation and monitoring of service plans.
16. Manage the team's/departamental spend ensuring this is within agreed budgets and delivering value for money at all times.

17. Review approaches to services to deliver high performance and excellent value for money.
18. Manage the team with a focus on tenancy sustainment, always challenging stigma.
Championing client focus ensuring the team and others put clients at the heart of all they do.
19. Responsible for organising and carrying out or delegating the designated health & safety & quarterly inspection programmes according to SLA with Adult Social Care for properties within the Supported Housing and Temporary Accommodation service. Ensuring these are correctly recorded by staff involved and identified risks actioned.
20. Analyse performance data to identify existing, new and emerging trends, and implement proactive measures to develop or improve the service ensuring KPIs are met.
21. Coordinate responses for the Supported Housing and Temporary Accommodation service of escalated contact in the service including Freedom of Information, Complaints, Members Enquiries, and Subject Access Requests etc. Working collaboratively with relevant teams to ensure a high level of service is delivered, in accordance with the Council's Information Governance policies and procedures.
22. Ensure that staff are aware of their safeguarding responsibilities when working with Supported Housing and Temporary Accommodation tenants. This will include ensuring that safeguarding training is an integral part of staff training, including refresher training and keeping abreast of all legislative and procedural safeguarding updates.
23. Be the main contact / representative for all SLA's for this service provision, ensuring all teams across Brent Housing Management deliver the expected level of performance.
24. To attend Board meetings as the representative for Supported Housing, providing updates on performance, presenting information and providing reports, as necessary.
25. Establish, maintain and monitor a successful handyperson service for those living in Supported Housing and Temporary Accommodation.
26. Make decisions in line with Council policy in relation to emergencies, staffing issues and complex customer service situations.
27. 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.
28. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.
29. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.
30. Undertake any other duties commensurate with the general level of responsibility of this post.

DBS Status	Enhanced and Barred Adults
Politically Restricted	No

Person Specification

Specify the qualifications essential to the role, experience, skills and abilities required based on the Job Description.	To be identified by: Application Form(A) Test/assessment (T) Interview (I) (Please indicate all that apply)
Qualifications and Professional Membership requirements: The postholder must have or must achieve Chartered Institute of Housing Level 4 qualification.	A, I A, I

Knowledge (please specify all essential criteria): 1. Knowledge of housing legislation in particular an understanding of Landlord and Tenant law, supported housing and basic homelessness legislation, in particular around evictions. 2. 3. Knowledge of safeguarding and working with vulnerable adults 4. Knowledge of welfare benefits and related issues, including Universal Credit, and awareness of how this can impact sustaining a tenancy. 5. Good knowledge of standard IT software, including Microsoft Office and Teams. 6. Knowledge of equality and diversity issues affecting social housing tenants such as stigma. 7. An understanding of the key principles of partnership working.	A, I A A, I A, I A, I A, I A, I
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Experience (please specify all essential criteria): 1. Experience of effectively managing, motivating and inspiring team members. 2. Experience of analysing and producing statistical and other information and of producing management reports. 3. Experience and commitment to working on own initiative, setting and managing challenging goals. 4. Experience of managing and leading staff within a generic housing setting including supported housing, improving staff capability and performance management. 5. Good negotiation and influencing skills. 6. Experience of overseeing complex cases for vulnerable adults. 7. Experience of developing and sustaining excellent working relationships with a wide range of individuals while working as part of a team in a multi-disciplinary environment. 8. Experience of report writing for a wide range of audiences.	A, I A, I A, I A, I A, I A, I A, I A, I
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Skills and abilities (please specify all essential criteria): <ol style="list-style-type: none"> 1. Ability to effectively manage people, performance and budgets in order to achieve agreed outcomes and business objectives. 2. Ability to provide clear, confident and effective leadership in a highly pressurised environment motivating others to maximise their performance and delegating where appropriate. 3. Ability to communicate effectively and concisely, displaying good interpersonal skills in multiple modes (phone, face-to-face, emails and in writing) using customer friendly language. 4. Ability to work effectively across departments, maintaining standards and motivating staff to deliver an excellent service. 5. Ability to manage resources and workloads to consistently meet deadlines. 6. Ability to analyse, evaluate and interpret legislation and numerical information. 7. Ability to identify and deliver effective solutions and make sound judgements and decisions. 8. Ability to manage complaints and deal with complex cases to ensure customers' expectations are met and exceeded. 9. Able to deal with conflict, and find resolution, always being firm and fair, taking the lead and knowing how and when to escalate an issue. 10. Good IT skills with the ability to use standard IT software, including Microsoft Office and Teams and other software related to the service. 	A, I A, I A, I A, I A, I A, I A, I A, I A, I A, I
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List desirable criteria:	
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