

Housing Resolutions Team Leader

Reports to:	Service Manager – Temporary Accommodation and Housing Resolutions		
Department:	Partnerships, Housing and Resident Services	Grade:	PO4
DBS Status:	Basic	Politically restricted:	No
Job Purpose: To support the Service Manager (Accommodation) in securing the continuous development, improvement, efficiency and success of the Community Wellbeing Department 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. To lead and manage the Housing Resolutions Team, to provide housing options advice to households in temporary accommodation and promote effective move-on to other settled housing, including Private Rented Accommodation, either as a Qualifying Offer or a PRSO and social housing. The post-holder will also undertake action, including enforcement activity, where households are not complying with their tenancy or licence agreement; work with accommodation providers and other services to resolve complaints and tenancy support issues; and support the implementation of a programme of tenancy audits. 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 Housing Resolutions Team.			
Values Collaborate proactively. Lead inclusively. Embrace change. Be bold and curious. Celebrate and share our success.			
Overall Description			
Job specific roles 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 lead the effective management of the Council's temporary accommodation schemes and ensure the resolution of accepted homeless cases and to use powers under relevant legislation to bring the council's housing duties to an end.
 8. To effectively shape, manage and monitor the approach to moving households on from temporary accommodation, for example, through the provision of high quality
 9. To ensure that all suitability of accommodation reviews (under s 202) and enforcements are completed swiftly and appropriately and contribute to the effective use of temporary accommodation.
 10. To ensure that systems are in place to ensure effective move-on from emergency accommodation, helping to minimise high cost placements and subsidy loss.
 11. To lead the project groups and chair external forums – such as Temporary Accommodation User Forum – in order to promote effective stakeholder engagement and a culture of innovation and continuous improvement
 12. To contribute to strategies, policies and programmes including the development and implementation of temporary accommodation tenancy checks, investigate cases where there is concern that temporary accommodation has been abandoned, sub-let or misused and, where appropriate, take action to discharge the Council's homelessness duty.
 13. To ensure that reported cases of disrepair or infestation in temporary accommodation are referred to providers (landlords, agents, RPs) for investigation and seek confirmation that appropriate remedial action, including tenant-landlord disputes has been taken. To refer any repeat complaints about the quality of accommodation to procurement officers for further investigation
 14. Where the council is responsible, to manage the process to ensure properties are compliant, have up to date gas, electric certificates and enforce with the landlord if necessary. Ensure void works are carried out in a timely fashion and rent stops are applied in accordance with the lease and oversee hand back cost and the team are adhering to the schedule of rates and compensating only on items the Council are liable and are within budget.
 15. To lead on effective inter-service liaison and joint working initiatives, both internally and externally.
 16. Where appropriate, to manage the process that ensures home visits are carried out and repairs are raised as soon as possible with the landlord. Ensure that sign ups are carried out within 48 hours of receiving the nomination to reduce void rent loss and paying for additional more expensive accommodation.

17. To manage the process to ensure lease renewal negotiation is started 3 months prior to lease end date to ensure that vacant possession is gained to ensure the council are not in breach of lease.
18. To manage landlord queries surrounding rent, compensation payments and investigate any issues the landlord raises.
19. To ensure effective management of complaints and enquiries across the Housing Resolution Team and undertake statutory reviews of Council's decisions, including attending court on behalf of the Council in complex judicial review cases and/or directing and briefing counsel.
20. To provide quality advice and information to service managers, Councillors and government departments in relation to allocations issues. This will include the production of reports to Members and attendance at council meetings as required.
21. To provide accurate and timely performance information and analysis on allocations and other aspects of service performance to the Service Manager (Accommodation) and other senior managers as required.
22. To ensure that suitable housing solutions are delivered to service users generally, including those with complex housing needs. This includes effective use of council's Placement Policy – Temporary Accommodation, Social Housing and Private Rented accommodation (PRSO) to reduce the use and cost of temporary accommodation to the Council.
23. To provide senior support to officers working on reception, including dealing with difficult customers, assessing and reviewing security risks and ensuring customer and staff safety.
24. To ensure that all suitability of accommodation reviews (under s 202) and enforcements are completed swiftly and appropriately and contribute to the effective use of temporary accommodation.
25. 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. High level of work related pressure in terms of deadlines, conflicting priorities etc.
26. To assist with the development of the Council's services as directed by the Service Manager
27. To operate within a framework set by Corporate and Department Management Teams, but with some freedom to influence the shape of services.
28. To assist on policy and development as directed by Service Manager
29. To ensure high standards of service delivery
30. Keeps up to date with legislation and professional development related to work the area
31. Initiates council wide improvements to the team
32. Work flexibly and positively to achieve the objectives of the Council.
33. 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.

34. 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.
35. Undertake any other duties commensurate with the general level of responsibility of this post.
36. 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.
37. 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.
38. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.
39. Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

- Educated to a High standard of literacy and numeracy
- Evidence of significant relevant Continuing Professional Development (CPD)
- Comprehensive knowledge of homelessness and related legislation and case-law,
- Comprehensive knowledge of housing needs issues including the allocation of accommodation, housing options and advice
- Excellent knowledge of homelessness and housing supply issues, locally, regionally and nationally and of the provision of suitable accommodation in the private rented sector.

Experience:

- Experience of effectively managing and developing a front line Housing Needs team
- Experience of managing and achieving a high level of customer service
- Experience of dealing effectively with complex enquiries, referrals, and complaints
- Demonstrable experience of improving service to customers.

Skills and Abilities:

- Able to lead, manage and motivate a team in a highly pressurised environment
- Able to manage performance and budgets
- Able to prioritise own workload and that of a team
- Ability to effectively manage staff in order to operate efficient work schedules
- Ability to effectively lead a team to consistently achieve performance and quality standards

- Ability to effectively lead staff in a constantly changing environment
- Clearly demonstrate the ability to undertake project management and planning
- Ability to effectively plan, organise and manage conflicting priorities
- Creative, analytical, problem-solving skills
- Evidence of a proactive approach to improving the service to customers
- Effective and clear written and verbal communication skills
- Must have a commitment to and understanding of the principles of Customer Care in both employment and service delivery
- Strong IT skills, including use of databases and Excel.

Budget Responsibility and Overall Headcount

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs