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| Post Title: | Housing Needs Manager |
| Post Hours: | 37 hours per week |
| Grade: | PO3-6 |
| Responsible to: | Head of Housing and Environmental Health |
| Responsible for: | Housing Needs Officers |
| Location: | Nelson Town Hall / Flexible Working |

Main contact associated with principal duties:

- Staff within Housing & Environmental Health
 - Elected members
 - Registered providers
 - Members of the public
 - LCC children's social care and adult care services
 - Health services
 - Other local authorities
 - Probation and prison services
 - Private Landlords
 - Providers of temporary accommodation
 - Other external statutory, voluntary & community-based organisations
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Job Purpose:

To lead and manage the Housing Options Team in delivering a high-quality, customer-focused housing advice and homelessness prevention service. The role ensures compliance with statutory duties under the Homelessness Reduction Act and other relevant legislation, while supporting vulnerable individuals and families to secure sustainable housing solutions.

Control of Resources:

To recruit, manage and develop staff within the section to optimise effectiveness, efficiency and economy, including performance management.

To manage those budgets within the section as may be allocated by the Head of Housing and Environmental Health.

Main duties and responsibilities:

Team Leadership & Management:

1. Manage and support Housing Needs Officers
2. Monitor performance and ensure service delivery meets legal and policy standards.
3. Identify training needs and coordinate professional development.

Service Delivery:

4. Oversee the provision of housing advice, homelessness assessments, and prevention strategies.
5. Ensure timely, accurate assessments and lawful decisions under the Housing Act 1996 (Parts VI & VII).
6. Oversee case management for asylum seekers and refugees, ensuring appropriate housing solutions.
7. Promote access to private rented housing and social housing via local choice-based lettings schemes.
8. Monitor legal compliance and review complex cases.
9. To lead and manage the provision of temporary accommodation for homeless households, ensuring compliance with statutory duties under the Housing Act 1996 (as amended), delivering high-quality placements, and maintaining financial and operational oversight of the service.

Strategic Planning and Leadership:

10. Lead the team in delivering housing advice and homelessness prevention services.
11. Take a strategic lead on asylum seeker and refugee housing approaches.
12. Develop and maintain partnerships with, immigration services, and Homes for Ukraine coordinators.
13. Analyse local housing trends and demand to inform service planning.
14. Contribute to the development of housing strategies and partnership working.
15. Represent the council in multi-agency forums and legal proceedings when required.
16. To be responsible for completing the annual Local Authority Housing Statistics (LAHS) return

Safeguarding & Support:

17. Promote safeguarding of vulnerable adults and children.
18. Coordinate multi-agency meetings and action plans for complex cases.
19. Provide outreach support and home visits where necessary.

Customer Focus:

20. Ensure services are accessible, inclusive, and responsive to the needs of diverse communities.
21. Handle complex cases, appeals, and complaints with sensitivity and professionalism.

Financial Oversight:

22. Monitor budgets and ensure cost-effective service delivery.
23. Prepare reports and business cases for service improvements or funding bids.

General:

24. To undertake other duties as may be required commensurate with the grading of the post.

| Selection Criteria | Essential or Desirable | Assessment Method |
|---|------------------------|---------------------------|
| Qualifications | | |
| 1. Relevant qualifications in housing, social work, or public administration. | Desirable | Application Certification |
| Knowledge, skills, abilities and experience | | |
| 2. Strong knowledge of homelessness legislation and asylum support frameworks | Essential | Application Interview |
| 3. Excellent communication, leadership, and case management skills. | Essential | Application Interview |
| 4. Experience working with vulnerable groups, including refugees and asylum seekers. | Essential | Application Interview |
| 5. Experience with resettlement schemes (e.g., Homes for Ukraine, Afghan Resettlement). | Desirable | Application Interview |
| 6. The ability to work on own initiative, with self-motivation under minimum supervision to agreed timescales. | Essential | Application Interview |
| 7. The ability to contribute towards the evaluation of / and development of policy & procedures. | Essential | Application Interview |
| 8. Knowledge of safeguarding procedures and multi-agency working. | Essential | Application Interview |
| Special Requirements | | |
| 9. A current driving licence, and willing to use own vehicle for work or other means of attending meeting / appointments away from the office. | Essential | Application Certification |
| 10. Willingness to work beyond 5pm occasionally Monday to Friday if service needs exist. | Essential | Application |
| This post is subject to pre-employment and probationary drug and alcohol testing. It will then be part of the ongoing random testing regime for safety critical posts. | | |