

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE: Housing

DIVISION: Housing Resident Engagement and Allocations

JOB TITLE: **Contracts Management Team Leader**

ROLE PROFILE

Job Title: Contracts Management Team Leader

Directorate: Housing

Division: Housing Resident Engagement and Allocations

Grade: Grade 12

Hours (per week): 36

Reports to: Procurement Manager

Responsible for: Contracts Management Officers
Business Support - Finance Officers

Role Purpose and Role Dimensions: Responsible for the development and delivery of an effective contracts management service. Manage and motivate a team of officers to deliver a high-quality temporary accommodation, contracts, and compliance management service.

Commitment to Diversity: The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote The Council's policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Key External Contacts:

- Other Local Authorities
- Housing Association partners
- Pan London representatives
- Property investors and landlords
- Service Users

Key Internal Contacts:

- Temporary Accommodation (TA) Contract Management team.
- TA Operations Team
- TA Placement Team
- Procurement Services
- Regeneration

- Housing Renewal
- Legal services
- Homeless and assessment Teams
- Adult and Social Care
- Children's Services

Financial Dimensions:

There are no budgetary responsibilities. However, will be responsible for ensuring that value for money is achieved on behalf of the Council.

Key Areas for Decision Making:

Assess and reach decisions as to whether providers of accommodation are fully compliant with contract terms and where appropriate apply the use of financial controls, such as recommending the withholding of payments to providers when they fail to comply.

Provide technical expertise and knowledge on contracts management and facilitate informed senior-level decision-making.

To ensure Business Support Finance Officers, process landlord rent payments consistently and on time, working closely with the Finance Team to meet service delivery standards and targets.

To ensure Business Support Finance Officers, process all incentive payments to providers; including dilapidations payments, complying with financial policies and procedures.

Approve and manage all annual leave, Flexi, and time off in lieu requests for your team in accordance with the Council's policies and procedures whilst maintaining appropriate levels of service cover.

Work with all other managers within the service to ensure sufficient operational management cover is maintained for the overall Housing Needs and Homeless service during office hours and make the necessary and appropriate operational decisions in the absence of your colleagues.

To deputise for the Temporary Accommodation Placement Manager as and when needed with complex case work or at meetings.

Other Considerations:

Able to conduct inspections as appropriate with accommodation providers in and out of Borough.

To respond appropriately in pressurised work environment. May involve isolated working outside core hours.

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

Standard DBS check

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
[\(Click here for guidance on ROA \)](#)

Yes

Key Accountabilities areas and results

Lead contracts Management

Key Elements:

- To lead on complex contract compliance activities, ensuring providers of temporary accommodation are correctly accredited for procurement purposes.
- To lead on organising Landlord events and consulting accommodation providers on service improvements plans.
- To act as lead in enforcing property and management standards for all temporary accommodation types; to work with providers, their contractors, as necessary to ensure that properties are maintained at standards agreed in the relevant Service Specification and meets all statutory requirements.
- To manage the effective response to all complaints in line with management practices. Deal with all disrepair in respect to temporary accommodation.
- Monitor the progress of repairs in line with specification. Approve the withholding of payments to providers as appropriate if they do not meet targets within the contract specification.
- Ensure that Officers work with providers to deliver all properties on time within the terms of the contract. Liaise with the Temporary Accommodation Placement team to ensure pre-allocation void properties are ready to let.
- To oversee regular occupancy checks for all temporary accommodation and being sensitive to the needs of the households. Record all findings and act as appropriate.
- Develop and maintain accurate financial data and information for the service.
- Facilitate the Council in meeting its statutory obligations pursuant to Part 7 of the Housing Act 1996 (as amended) and the Homelessness Reduction Act 2017

Operational Responsibility

- To lead on improving the service user's experience of households living in temporary accommodation
- Responsible for auditing the accuracy of data input, (within the Council's DPS system and other databases) monitoring and validating data for the various Council IT systems, including certificate dates and comments, accommodation provider details and accommodation addresses. This is expected to be reconciled, transparent and to support internal audits and scrutiny.
- Work collaboratively with other teams within Housing Needs and Homelessness to ensure compliance across the private sector.
- To work in collaboration with Housing Needs and Homelessness Team Leaders and with providers of Emergency/Temporary accommodation to ensure void periods are minimised (in particular, block booked arrangements) property standards and health & Safety details are recorded accurately, including information on, occupation, and bookings service user's change of circumstances.
- Contribute to the development, review, and implementation of related strategies/policies and to deliver strategic priorities, ensuring the Council is meeting its statutory duties.
- To support the Temporary Accommodation Management Team in the engagement, negotiation, and consultation with a range of internal and external stakeholders to ensure compliance in all areas but specially health and safety.
- To assist in audits (internal or external) by the Council and develop new processes or procedures where required to prevent or identify fraud across the Service. Participate in Government Scheme identifying potential frauds, either direct or indirectly related to the Council.
- Review and develop procedure with regards to statutory and best practice.
- Train and develop super users within the Dynamic Purchasing System. Whilst maximising use of the system as a management tool to deliver the contract.
- To attend and contribute to the Housing Needs and

Homelessness Management team meetings and share a collective responsibility for excellent service delivery across the service.

- To implement service plans, including delivery of our transformation principles, establishing continuous service improvement and delivery of projects, tasks, and objectives.
- Investigate, and respond to complaints from clients and their advocates, including solicitors. Member's/Mayoral Enquiries and Ombudsman, in line with the Council's complaints and enquiries procedure. In addition to gather and provide information for FOI enquiries within agreed timeframe to be approved by the Service Manager.
- To manage own administrative tasks, ensure a comprehensive record is kept of all interviews, visits, meetings, telephone calls and follow-up actions (and that files are maintained to a high standard) in accordance with the Council's policies and procedures and to assist monitoring, decision-making, and effective case management.

Develop strategic partnerships

- Develop effective joint working with officers in other boroughs as necessary to resolve disrepair and management issues; to represent the service externally as required in dealing with temporary accommodation standards; to provide data and facilitate in Setting the Standard and other pan-London initiatives.
- To develop positive relationships and work effectively and professionally with key stakeholders such as accommodation providers, supporting the delivery compliance objectives of the Council, and maximising opportunities to innovate and develop improvements to service delivery.
- To support the Temporary Accommodation Placement Manager as required, in the engagement, negotiation, and consultation with a range of internal and external stakeholders to ensure compliance in health and safety and property standards.

Line Management

- To lead and motivate a team of Contracts Management Officers and Business support Finance Officers to deliver an innovative contracts management and payment

processing service that supports the resolution of service user's housing needs.

- To guide and assist Officers in dealing with complex contract specification issues which could potentially impact the reputation of the council.
- Contribute to the recruitment, appointment, and induction of staff through effective use of organisational policies and procedures.
- To undertake regular monthly supervision with team members, ensuring that all officers manage their workload within policy and procedure and within agreed timescales.
- Identify training needs for individual staff members and your team and ensure appropriate training and advice is delivered on new legislation, IT, case law and the Council's policies and procedures.
- Address underperformance and poor attendance in line with the Council's policies and procedures.

Performance Management

- To ensure that the performance of all accommodation-related projects, contracts and service level agreements are reviewed together with the Temporary Accommodation Placement Manager, in line with key performance indicators. And any under-performance, service failure and/or financial and legal issues are addressed swiftly appropriately.
- Contribute to the review and development of all management reports for example, monitoring, data reporting and IT systems relevant to the Housing Needs and Homelessness Service.
- Maintain detailed records to ensure that up-to-date data and statistics are maintained in accordance with agreed reporting arrangements and that Management has the information it needs to monitor performance, forecast future needs for the service and improve services.
- Attending regular team meetings, one-to-one supervisory sessions, and annual Job Appraisal [Council's performance, development, and competency scheme].
- Keeping up to date with policies and procedures relating to welfare, read relevant publications and access relevant websites. Keep abreast of best practice in the area, and

actively liaise with other authorities and pilot sites.

Personal Development

- Undertaking training and personal development to develop skills and increase knowledge and understanding of issues affecting our customers, and the possible solutions to them.
- Keep abreast of current legislation, policies and regulations and case law. Develop where appropriate best practice in all areas of temporary accommodation management e.g., property standards, health and safety and compliance examples of.

Legislation:

- Housing Acts 1985, 1988, 1996 and 2004
- Homelessness Act 2002
- Localism Act 2012
- Homelessness Reduction Act 2017
- Protection from Eviction Act 1977
- Landlord and Tenant Acts 1985 and 1987
- Rent Act 1977
- Accommodation Agencies Act 1953

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining Service user's records and archive systems in accordance with directorate procedures and policies as well as statutory requirements.

- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Contribute as an effective and collaborative team member.

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation, and monitoring of service plans.
- Championing the professional integrity of the service.

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Person Specification

Job Title: Contracts Management Team Leader

Essential knowledge: Knowledge of the legislation and duties owed to homeless persons by the Council under Part V1 and Part V11 of the Housing Act 1996, Homelessness Act 2002 & Localism Act 2011

Knowledge of Landlord & Tenant Legislation, the Housing Act 1985, and the Protection from Eviction Act 1977.

Homelessness Reduction Act 2017

Homelessness (Suitability of Accommodation) (England) orders 1996, 2003 and 2012

Knowledge health and safety rating system and other health and safety regulations (gas, electric, and energy efficiency certification).

Excellent current knowledge of private rented sector housing market and contracts, particularly the issues affecting private rented sector service users and Providers.

An awareness of the financial implications of decisions and an understanding of the importance of prioritising value for money.

Essential skills and abilities: Ability to lead and develop a team of Officers in a high-pressure environment. Demonstrating the ability to inspire, motivate and coach staff to deliver performance targets and service objectives.

Experience of monitoring performance and taking action to improve performance.

Ability to communicate effectively to a broad range of stakeholders. Understanding contract specifications and to be able to write complex correspondence and reports.

Ability to apply contract specification to monitoring arrangements and ensure that contracts are managed to high standards.

Ability to represent the service in forums working positively with other councils to address issues of common concern regarding temporary accommodation.

High level of IT skills working with a data base and software applications such Microsoft, to produce letters and reports effectively, and to extrapolate, present and analyse key data to drive service improvements.

Ability to prioritise competing demands in a pressurised environment, recognise service priorities and manage a caseload within agreed targets.

Excellent oral and written communication skills, with an ability to explain complex information clearly to a range of audiences.

Excellent negotiating, influencing and liaison skills to successfully promote the Council to Providers and agents and market housing options to service users, staff, and stakeholders.

Competitive, being performance driven and able to meet targets.
Flexible, problem-solving approach to service delivery with a positive attitude to change and ability to identify opportunities and develop innovative housing solutions.

Able to deputise for Temporary Accommodation Placement Manager as and when needed with complex case work or at meetings.

Essential experience:

Educated to a degree level or have significant experience working in a customer-driven service that works for the best service user's outcome and strives for continuous improvement.

Experience working at Senior Officer level or equivalent in a relevant role.

Experience in delivering service objectives with and evidence of dealing effectively and showing commitment to continuous improvement.

Experience of contract management and compliance in temporary accommodation.

Experience of achieving performance targets and meeting departmental objectives.

Special conditions: