

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE: Housing

DIVISION: Housing Resident Engagement and Allocations

JOB TITLE: **Temporary Accommodation Placement
Manager**

ROLE PROFILE

Job Title: Temporary Accommodation Placement Manager

Directorate: Housing

Division: Housing Resident Engagement and Allocations

Grade: Grade 16

Hours (per week): 36

Reports to: Head of Temporary Accommodation

Responsible for:

Direct responsibility for:
Temporary Accommodation Placement Team Leader
Accommodation Income Team Leader

Indirect Responsibility for:
TA Placement Officers
Accommodation Income Officers
Business Support Rent Account Officer

Role Purpose and Role Dimensions:

- To support the Head of Service in the strategic leadership and continuous development of the council's housing needs and homeless functions.
- To lead and motivate multidiscipline teams to deliver a quality service that achieves high customer satisfaction and to support their personal development through the provision of training, coaching and mentoring opportunities.
- To ensure that technology is used most effectively to deliver a consistent, high-quality, accessible service to all Housing Needs customers. In addition, to ensure that technology is used to provide effective mobile working to staff as required.

- To develop an effective performance culture throughout the service to ensure the delivery of consistently high-quality, value-for-money services whilst meeting the council's corporate performance management requirements.
- To effectively lead, develop, organise, and control the accommodation function for households in housing need for the Council (Temporary Accommodation & access to the private rented sector), managing supply of temporary accommodation.
- To act as the lead for any contracts relating to the provision of temporary accommodation, ensuring that all properties are let and managed in line with agreed contractual terms and performance standards.
- To work closely with Procurement Manager to ensure the accommodation used to place homeless households are fully compliant and in good condition and that households receive the support they need.
- To oversee the finance function, ensuring invoices are paid in a timely manner and there are robust processes and controls.
- Oversee the Income collection function ensuring collection target are achieved and exceeded.
- To plan the strategic direction of the services based on analysis of service trends, emerging guidance, and relevant targets to ensure strategic priorities are met.

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. Accordingly, 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.

Key External Contacts:

- Communities and Local Government (particularly the Homelessness Division)
- Other local authorities
- Advice agencies and voluntary organisations representing people in housing need
- Solicitors and Community Legal Services Partnership
- Lettings Agencies
- Family Justice Centre

- County court
- Police, Probation and Prison services
- Local landlords, agents, and solicitors
- Private landlords' and tenants' associations
- Minority ethnic and community groups
- MPs
- Croydon CCG
- Registered housing providers; including Social Landlords
- Partner members of the Croydon Safeguarding Board and Children and Families Partnership
- External Accommodation providers
- Community legal partnerships
- Immigration and Nationality Department (UKBA)
- GPs, specialist doctors and health professionals
- SLAM
- Local Government Ombudsman
- DWP

Key Internal Contacts:

- To liaise with, Councillors
- All levels of management across a range of internal departments
- Directors (including executive directors)
- Heads of Service
- Housing staff and managers
- Children's social care
- Leaving care service
- Youth offending team
- SEND
- Adult social care
- All-age disability team
- Family Resilience
- Family justice centre
- Housing Need and Homelessness Teams
- Public health and health services
- Finance
- Housing benefit team
- Council tax team
- Environmental Health

Financial Dimensions:

- To be accountable for the effective management and utilisation of allocated budgets, to ensure that it is deployed to best effect, provides value for money, and is well monitored and controlled, maintaining sound business and financial planning.
- Monitoring and controlling financial transactions and carry out complex financial negotiations and reconciliations activities.

- Monitoring of contracts for delivery of external services such as leasing schemes (and others), up to the value of £8m
- Approve contractual values up to £50k
- Prioritise placements and use of accommodation based on maximisation financial gain / minimising loss.
- Managing financial loss through control of voids

Key Areas for Decision-Making:

Ensure all temporary accommodation placements, income collection and finance functions meet legal requirements and the Council's policies, and procedures are adhered to effectively and consistently, including providing complex advice and guidance to other senior managers.

Evaluate on boarding and call off a provider who may not fully meet the DPS onboarding criteria and to agree sign off with the Head of Service.

Direct the Temporary Accommodation placement and income teams ensuring it is managed effectively to deliver excellent customer service that meets demand, demonstrates best practices, uses resources, and provides value for money.

Contributing towards service review and redesign projects and implementing new ways of working

Develop new policies, procedures, and strategies for the Temporary Accommodation placement team in line with changes in legislation and national policy.

Responsible for monitoring team performance, identifying areas of concern and driving service improvements in line with local and national objectives regarding homeless prevention.

To ensure that S208 of the Housing Act are issued when placing housing outside the borough and update "Notify".

To have the skills and knowledge to deal with Pre Action-Protocols, threats of Judicial Review and legal challenges.

To have a strong knowledge of Homelessness Legislation, Case Law, and complimentary legislation and to apply strict legal tests to everyday cases and scenarios.

Other Considerations:

- This job description is intended as an outline of the general areas of activity and will be amended from time to time in light

of the organisation's changing needs. It will then be reviewed in association with the job holder.

- Continuous research and extensive study and monitoring of vast and ever-changing regulations regarding housing, welfare, and social policy.
- Able to work flexibly and to plan travel and occasional evening or weekend work to carry out responsibilities associated with service priorities.
- Role will demand regular extra work hours. Ensure the Service continuity plan is up to date and provide cover in emergencies.
- Deputise for the Head of Service in their absence.
- Reasonable adjustments will be considered as required by the Disability Discrimination Act.
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users

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

No

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
[\(Click here for guidance on ROA \)](#)

No

Key Accountabilities and Result Areas:

Key Elements:

Leadership

- Lead, motivate, support, manage, and develop staff and provide/deliver training to meet those needs where appropriate, ensuring a high quality, effective and confidential customer service and strategic targets and goals are achieved
- Direct and develop the Temporary Accommodation Placement, income collection and Finance Team in a way that makes best use of housing and financial resources available to the Council, taking into account local conditions, government priorities, new legislation, and strategies.
- Be the lead professional for the Housing Needs and Homeless Service, particularly on complex or contentious issues. Able to make decisions on your own initiative and advise and influence at a senior level, particularly elected Members, and partner agencies. In addition, provide complete and thorough analysis of complex issues to the executive management regarding legislative changes.
- To be a lead negotiator in contract arrangements with external organisations securing services that provide value for money and that complement and assist in the Housing Needs and Homeless delivery of its statutory functions.
- Present information regarding changes to legislation, impacts of case law and Codes of Guidance, making recommendations for internal change that may be necessary and taking responsibility for initiating and directing that change where appropriate.
- Oversee the letting of temporary accommodation to ensure that void turnaround times are kept to an absolute minimum and that all allocations are made in a manner that is equitable, in line with the Council's policies and procedures, and makes the most efficient and effective use of resources.
- Represent the Council on a variety of forums, working parties and multi-agency panels for the purpose of exchanging information, coordinating the actions of service providers, managing risk, developing strategy, agreeing new ways of working, and meeting the housing, support and advice needs of specific service users.

Strategic Development and Delivery

- To contribute significantly to the Homelessness and Rough Sleeping Strategy and annual review; develop and deliver a temporary accommodation placement strategy. To attend forums on homelessness and other housing needs issues and to contribute to associated local and national policy development.
- To work closely with the housing policy to identify appropriate accommodation solutions, including options appraisals on new accommodation solutions across a range of sectors, predominantly including the social rented and affordable housing sectors, as well as provision with the private rented sector.
- Understand and comply with the Council's safeguarding responsibilities and relevant internal and multi-agency policies and ensure that safeguarding referrals are made when there are issues of concern regarding children and or adults with care and support needs.
- To be responsible for the Council's Dynamic Purchasing System (DPS) ensuring the system is utilised for the procurement of emergency /Temporary accommodation and suppliers are correctly accredited for procurement purposes.
- To oversee finance function for the temporary accommodation service, ensuring all provider payments and invoices are paid in a timely manner and there are robust processes and controls in accordance with fiduciary responsibilities of the Council.
- Lead on the setting rent and service charges for temporary accommodation when appropriate (e.g., Pan London rates setting), ensuring that all changes take into account the Department of Work and Pensions housing subsidy levels and market factors.
- To provide professional support to audits (internal or external) and develop new processes and procedures where required to prevent or identify potential fraud across the Service. Participate in Government Scheme identifying potential frauds, either direct or indirectly related to the Council.
- To contribute to the Council's corporate performance management and the development of practices, processes, and initiatives.

Service Management

- To manage and monitor a performance-based management system. To deliver against key performance indicators relating to the areas of work undertaken by the teams.
- To review and monitor protocols and referral procedures with internal services e.g., Homeless Intervention and Prevention Team and their role in preventative and client-focussed strategies.
- To attend and contribute to Senior Management Team and share a collective responsibility for excellent service delivery across housing needs.
- Lead on staff recruitment, selection, appointment, and induction of new members.
- Carry out monthly supervision and appraisal with all direct reports.
- To lead the planning, coordinating, and re-deploying of resources and workload appropriately across teams to meet service and business demand.
- Manage teams in accordance with Council's career development policy and ensure that staff have appropriate training.
- To prepare the annual service plan. Prepare performance reports and attend committees and Cabinet Member meetings as required.
- Write and present clear and concise reports concerning complex housing matters, be informed of up-to-date, relevant national policy developments, and be capable of explaining these to senior managers and others in writing and verbally using highly developed communication and persuasive skills.
- Review responses to complaints. Member's/Mayoral Enquiries and Ombudsman and make recommendations on service improvements, particularly improvement to the customer's journey.
- Respond to freedom of information requests and assist in compiling performance reports and statistical returns ensuring there is a comprehensive methodology for the recording and collecting of data.
- In the event of judicial review, consult with Legal Services to ensure that all relevant legal issues have been considered and that the relevant documents are in order
- Responsible for contributing towards complex change management projects across the service, including Carrying out service reviews and redesign.

Legislation

Keeping abreast of changes in legislation and practice and contributing to policies and initiatives to improve service delivery and efficiency, including the following:

- Housing Acts 1985, 1988, 1996 and 2004
- Homelessness Act 2002
- Localism Act 2012
- Homelessness Reduction Act 2017
- Immigration and Asylum Act 1999
- Protection from Eviction Act 1977
- Landlord and Tenant Acts 1985 and 1987
- Rent Act 1977
- Accommodation Agencies Act 1953
- Welfare Reform Act 2012
- Crime and Disorder Act 1998
- Anti-Social Behaviour Act 2003
- Family Law Act 1996
- Human Rights Act 1998
- Children Act 1989 and 2004
- Care Act 2014
- Accommodation Agencies Act 1953

Personal Development

- Attending regular team meetings, one-to-one supervisory sessions, and annual Job Appraisal [Council's performance, development, and competency scheme].
- Taking responsibility for and evidencing personal performance. in line with councils PDCS scheme, and for identifying one's own training and development needs, through both formal and informal methods and in line with the Council's procedures and policies.
- 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.

Confidentiality

- Treating all information acquired through employment, 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 customer 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 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.
- of colleagues, service users and the public.

Person Specification

Job Title: Temporary Accommodation Placement and Income Manager.

Essential knowledge:

- Extensive knowledge of Housing Act 1996 part VI & VII (as amended by homelessness Act 2002), and associated case law, Housing Act 1985, 1988 and 2004 and a working knowledge of landlord and tenant law and other appropriate housing legislation or benefits regulations.
- Homelessness Reduction Act 2017
- Extensive knowledge of the duties owed to young people under the Children's Act 1989
- Knowledge of Landlord & Tenant Legislation, the Housing Act 1985, and the Protection from Eviction Act 1977.

Essential skills and abilities:

- Strong leadership skills and the ability to motivate team members
- Excellent and effective communication (verbal and written) and negotiation skills at an internal and external level.
- Ability to analyse and interpret a range of financial, legislative, statistical, and complex information.
- Committed to producing sound, evidence-based strategies
- Ability to lead and develop a multi-disciplinary team to deliver excellent customer service in a high-pressure environment.
- Demonstrating the ability to inspire, motivate and coach staff to deliver performance targets and service objectives.
- Ability to seek, encourage and recognise ideas, initiatives, and improvements to deliver better services. Encourage and support others to think differently, to question and to try new ways of doing things.
- Ability to lead from the front, ensuring visibility and communicating in a straightforward, open way. Build a strong network of collaborative relationships internally and externally
- Ability to take quick, confident decisions to move things forward to meet organisation goals. Continually reinforce a culture of inclusive decision-making and shared leadership.
- Ability to interpret legislation, case law, guidance, and policy to make accurate and informed decisions and keep abreast of housing issues and new government initiatives.

- Be able to work effectively in a very busy, pressurised environment and the ability to manage multiple priorities and responsibilities with attention to detail, ensuring relevant deadlines are met.
- Highly developed interpersonal and negotiating skills, including presentations, casework and report writing when working with external partners, housing officers, health care professionals etc., at a senior level.
- Ability to gather, analyse and use the information to critically examine services, develop, and implement service improvements, and write policies and strategies.
- Ability to work strategically to realise organisational goals. Sets clearly defined objectives, Monitors performance against deadlines and milestones.

. Essential experience:

- Post holder must be educated to degree-level or have equivalent working experience in housing, an advice agency, or busy customer-facing service.
- Experience working at a strategic level and a significant record of achievement.
- Broad experience of managing staffing.
- Significant experience in managing budgets and contracts.
- Significant experience in the preparation of housing policies and strategies.
- Experience working effectively with elected Members and in partnership with other agencies, including the voluntary sector and private landlords.
- Proven experience in managing a temporary accommodation placement service and making improvements within a cost-reduction model.

Special conditions: