



Job Description

Job title	Allocations Team Leader	Hours	37 hours <i>Flexible working options are available, including job share</i>
Department	Housing	Salary	SK14 (£40,278 per annum)
Location	Currently mix of home and office-based working	Contract	Permanent

Main Job Purpose

Core areas of work include; The post holder will ensure an impartial, comprehensive assessment of applicant needs. To monitor and maintain a fit for purpose housing allocation process for the council and ensure those in housing need receive support and advice in order to make informed choices on how to access housing across all tenures. Working to achieve a customer focused, high performing allocations service for all council owned properties (and RSL properties) ensuring compliance with the council's allocations policy. Ensuring the efficient nomination of applicants to Registered Providers under any Nominations agreement and monitoring outcomes.

This role is not politically restricted.

Main Statement of Responsibilities

1. Oversee the delivery of a high performing allocations service
2. Assist the Housing Options Manager with the running of a choice-based lettings allocations system
3. To ensure that Allocations are made in line with the Housing Allocations Policy
4. Support the development of staff procedures, monitoring of service level agreements, information sharing agreements and data protection protocols in relation to nomination agreements.
5. Ensure that SKDC discharge Homeless Housing Duty in line with Part 7 of the 1996 Housing Act.
6. Carry out housing register assessment reviews in accordance with the Housing Allocations Policy and the Housing Act 1996 to include suitability of accommodation offered to households.
7. Assess and identify the training and development needs of officers supervised, preparing and delivering training or recommending appropriate training courses monitoring the effectiveness of the training.
8. Monitor officers' performance against objectives and carrying out regular check ins
9. Work closely with voids, empty homes and improvements teams to prioritise the speedy turnaround of properties required for those in housing need, working together to minimise relet times
10. Through partnership working maximise access for customers who require adapted housing
11. Liaise and negotiate with registered providers on agreed nomination rights
12. Work closely with colleagues from across Housing Services in order to ensure joined up and coordinated decision making on allocations in order to make best use of the council's housing stock.
13. Contribute to activities and initiatives which support the prevention and detection of fraudulent housing register applications and allocations
14. Identify and report any concerns relating to Safeguarding; both in relation to vulnerable adults and in promoting the welfare of children and young people
15. The post holder will also be expected to provide cover for other specialist staff as required to ensure service continuity.



Core values

Our vision is to “be the best district in which to live, work, and visit.” To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council’s operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident’s trust.

Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

Kindness

- Empathy and understanding of others.
- Treating everyone with respect.





Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

Person Specification

Relevant Experience, Skills and Knowledge

Essential

- Experience of working in a performance driven organisation
- Experience of developing partnerships in order to enhance service delivery
- Able to manage own workload and has clarity about the desired outcomes.
- Analyses and interprets information to solve problems or to generate solutions
- Able to produce medium-term solutions or plans
- Effectively exchanges complicated or sensitive information with a range of people, orally and in writing

Desirable

- Experience of working in a housing service environment including the use of housing IT packages
- Knowledge and experience of housing management and allocations services

Relevant Qualifications

Essential

- Current driving licence

Desirable

- Good standard of general education (A level or equivalent)
- A relevant housing qualification (CIH or HNC) or equivalent work placed experience

Communication and Interpersonal Skills

Essential

- Experience of providing high quality, customer focussed services
- Experience of working with a diverse range of vulnerable customers
- Good people, interpersonal and negotiation skills
- Ability to deal with difficult situations in an un-confrontational and professional way