



Job Description

Job title	Housing Options Manager	Hours	37 hours <i>Flexible working options are available, including job share</i>
Department	Housing	Salary	SK17 (£46,458 per annum)
Location	Currently mix of home and office-based working	Contract	Permanent

Main Job Purpose

Core areas of work include; Line management for Housing Options Team Leader, delivery of a statutory homelessness, housing advice service, allocations and choice based lettings, oversight of statutory reviews, developing partnerships with statutory agencies and partners to ensure the best use of housing across all tenures in the district. The role will also ensure temporary accommodation is sourced and managed, services are delivered with value for money in mind, KPI's are monitored and performance management undertaken and developing an agile service based upon best practice examples. The post holder is accountable for providing data to support the Housing Business Plan and Housing Strategy.

This role is not politically restricted.

Main Statement of Responsibilities

1. Lead on the Delivery of a high performing and effective Housing Options service, providing robust Homeless prevention solutions and housing advice.
2. Ensure operational procedures and systems are fit for purpose, deliver value for money and good customer service
3. Lead on the management of a choice based lettings allocations system.
4. Lead, manage and motivate the team, completing check ins and ensuring workload planning and relevant cover of the service is maintained, including year end planning
5. Support the Head of Housing Services to identify and mitigate the risk of reduced social housing availability in the District and develop initiatives and solutions where appropriate
6. To lead on, participate in and support partnership working with other agencies and statutory bodies
7. Support the delivery of robust Housing and Homelessness strategies, ensuring this evolves in light of changing legislation, national policy shift and local influences
8. Manage overall team performance against KPI's, producing reports and service plans to improve performance as necessary
9. Support the Head of Housing Services to respond to enquiries of Elected Members, MP's and customer complaints
10. Effectively manage budgets and ensure revenue and income is maximized
11. Review and develop strategies, policies, procedures and plans for the team, recommending changes and improvements which deliver better outcomes for service users and the council
12. Lead on the Councils Nomination Agreements with Registered social providers, monitoring service level agreements, information sharing agreements and data protection protocols.
13. Deputise for the Head of Housing Services in their absence, and cover services for Tenancy Services Manager in their absence



14. Liaise with other teams and agencies; including the attendance of multi-agency and external meetings.
15. Undertake other duties that are consistent with the grade and general characteristics of the post as required, including providing support to the wider Housing Service area as required.

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

- Focus on solutions and actions to ensure agreed objectives are met
- Able to provide strong leadership to help create a high performing environment and team
- Able to review and implement agreed changes to policies and plans to deliver outcomes
- Strong focus on delivery of work plans to ensure the team achieve service targets
- Ability to challenge current working practices to improve outcomes and service delivery
- Ability to project manage, including supporting teams in a positive and resilient way
- Detailed knowledge and experience of Homelessness legislation and relevant statutory responsibilities
- Experience of Choice Based Lettings
- Experience of managing a team and achieving effective outcomes against performance targets
- Understanding of safeguarding procedures relating to children/young people and vulnerable adults
- Experience of developing and delivering a local authority homeless and housing strategy
- Appetite for change and understanding how to manage it positively
- Embrace continuous service improvement adopting principles of best practice
- Resilient and able to handle pressure positively
- Willing to embrace and tackle difficult issues, including under performance

Desirable

- Experience of managing and monitoring budgets and associated processes

Relevant Qualifications

Essential

- Degree Qualified or demonstrable relevant working experience
- Qualified, working towards or willing to work towards Membership of the Chartered Institute of Housing
- Current driving license

Communication and Interpersonal Skills



Essential

- Ability to manage people and resources to ensure agreed outcomes are delivered
- Able to work collaboratively with partners whilst seeking the highest standards
- A proven manager who can inspire a team by being energetic, determined, positive and resilient