



Job Description

Job title	Housing Options Team Leader	Hours	37 hours per week
Department	Housing	Grade	SK14 (£40,278 per annum)
Location	Hybrid working – working both from home and the Grantham office	Contract	Permanent

Main Job Purpose

Core areas of work include Line management for Housing Options Team, delivery of a statutory homelessness and housing advice service, oversight of statutory reviews, and 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 post is not politically restricted.

Main Statement of Responsibilities

- Ensure that all statutory responsibilities in relation to the housing act (under the 1996 Housing Act, Homelessness Act 2002 & Children's Act 1989) are delivered by the team within the agreed timescales ensuring compliance with the requirements of the legislation
- Supervise and oversee the work of the team dealing with people in housing need and those who are potentially homeless to identify and address their housing and support needs
- Responsibility for staff supervision and development. Lead, manage and motivate the team, including carrying out all check-ins and appraisals for Housing Options Officers, support the day-to-day supervision of Housing Assistants and Officers, and ensure workload planning and relevant cover of the service is maintained.
- Caseload Management and Operational Resilience - manage live caseloads during periods of staff absence.
- Oversee and monitor the investigation of complex cases and direct and assist the Housing Options Officer when making their decision
- Maintain co-ordination of 24/7 housing options provision to ensure statutory housing services are available out of hours.
- Keep up to date with all current Housing legislation. Train and inform staff of all changes and modify current working practices to ensure compliance
- Oversee and contribute to the completion of all Homeless review cases ensuring they reach a satisfactory conclusion, and they are reported and recorded accurately
- Monitor the use of temporary accommodation ensuring that all placements are placed appropriately and that all outstanding costs are reclaimed via Housing Benefit (HB) / Universal Credit, ensuring that all move-on plans are in place and that all agreed deadlines are met
- Ensure all staff are trained in key policies and procedures and contribute towards ensuring performance against KPI's and taking any necessary action to achieve targets



- Assist with the development and preparation of service plans, procedural guidance and changes to policy in light with national policy shift and the local environment
- Responsible for approving a range of financial decisions including rent and deposit in advance payments and sundry debtor requests.
- Oversee the management of resettlement cases in various resettlement programs and ensuring the Council's consistent representation at all resettlement meetings
- Attend multi-agency meetings with agencies such as NHS, Probation, MAPPA, and Shelter – to represent the Council, contribute to complex casework, and help shape joint action plans
- Ensure services consistently reach agreed standards (both local and statutory) monitoring and reporting on a number of KPI's and taking actions to ensure performance targets are achieved across the service
- Assist with regular catch-ups with the Rough Sleeper initiative team, closely monitoring placements and action plans to support the successful delivery of this multi-agency initiative and ensure robust support for vulnerable individuals.
- Any other duties appropriate to the grade as requested by line manager.

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 employees 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.
- Whatever job we do, we're responsible for our own performance.

Making a Difference

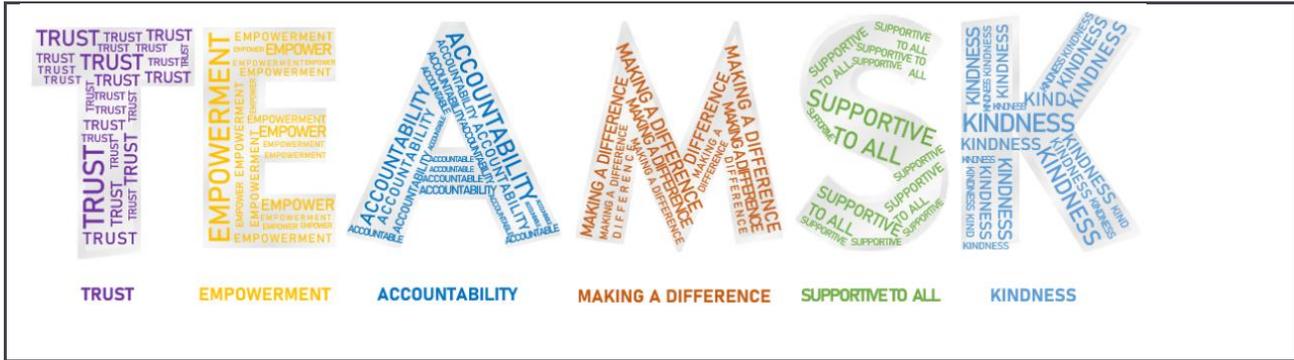
- Addressing the complex challenges we face with innovative solutions.
- The Council is driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

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.



Person Specification
Relevant Experience, Skills and Knowledge
<p>Essential</p> <ul style="list-style-type: none"> • Focus on solutions and actions to ensure agreed objectives are met • Manage people and resources to ensure agreed outcomes are delivered • Provide strong leadership to help create a high performing environment and team • 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 • Project manage, including supporting teams in a positive and resilient way • Detailed knowledge and experience of Homelessness legislation and relevant statutory responsibilities • Understanding of safeguarding procedures relating to children/young people and vulnerable adults <p>Desirable</p> <ul style="list-style-type: none"> • Experience of managing and monitoring budgets and associated processes • Experience of leading a team and achieving effective outcomes against performance targets
Relevant Qualifications
<p>Essential</p> <ul style="list-style-type: none"> • 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
Aptitudes
<p>Essential</p> <ul style="list-style-type: none"> • 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 • Able to work collaboratively with partners whilst seeking the highest standards • Willing to embrace and tackle difficult issues, including under performance



- Aspiring leader who can inspire a team by being energetic, determined, positive and resilient