



Job description			
<b>Job title</b>	Principal Homelessness Officer		
<b>Grade</b>	L		
<b>Directorate</b>	Regeneration & Economic Development		
<b>Service/team</b>	Strategic Housing		
<b>Accountable to</b>	Group Manager of Housing		
<b>Responsible for</b>	Not applicable		
<b>JE Reference</b>	A4915	<b>Date Reviewed</b>	13/03/2026

### **Purpose of the Job**

To support the Group Manager of Housing in the effective development and delivery of the Council's strategic and statutory homelessness functions ensuring that services are strategically relevant, meet identified needs and agreed outcomes, achieve performance targets and are high quality and cost effective.

To ensure that the Council's response to homelessness is driven by evidenced needs and analyses and that service delivery meets the needs of, and improve outcomes for service users.

To undertake commissioning and contract management tasks as determined by the Group Manager of Housing.

### **Duties and Responsibilities**

This is not a comprehensive list of all the tasks, which may be required of the you. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

- 1) To lead and contribute to the development and production of homelessness strategies and projects that are being managed by the Group Manager of Housing.
- 2) To lead and contribute to the strategic development of homelessness and Allocations services, working closely with key colleagues within the Council such as Housing Benefits, Whole Life Commissioning, Children's and Adult Social Care, as Procurement, and Finance.
- 3) To promote and facilitate the involvement of service users in the commissioning cycle i.e. influencing the design and delivery of services and in procurement and contract monitoring processes.



- 4) To develop service specifications for new and existing services.
- 5) Undertake monitoring and auditing of contracts.
- 6) To support managers in devising and implementing performance and quality management frameworks; appraising services and makes recommendations in relation to their strategic relevance, quality, performance and value for money.
- 7) To undertake legal reviews and appeals in relation to challenges brought against the council with respect to Allocations and Homelessness decisions.
- 8) Identify opportunities and prepare bids to secure funding to support the Council's homelessness objectives.
- 9) To identify and take forward opportunities for joint working and innovation, in liaison with the service users, providers and other agencies.
- 10) To work with relevant colleagues to devise and agree action plans with commissioned services that facilitates continuous improvement in practice and service delivery, and to monitor implementation.
- 11) Prepare and present written and verbal reports to officers, Elected Members and other stakeholders as directed by the Group Manager of Housing.
- 12) To attend meetings and present information as required e.g. City Region/strategic groups, meetings with Registered Providers, other service areas, forums, consultation events, etc.
- 13) To work with and strategically support senior managers and any relevant multi-agency partnerships in the drive for outcomes and joined up and co-ordinated services.
- 14) To work collaboratively with other council and health functions (for example performance, policy, communications, procurement) to ensure the achievement of agreed priorities and goals.
- 15) To maintain effective knowledge of policy, legislative and research developments relative to the specialist fields of housing namely homelessness and allocations.
- 16) You may be required to line manage other members of staff as necessary.



As part of your role with the Council, you share a collective responsibility to support and champion children and young people who are cared for by the Council and young people who are care experienced. Children and young people tell us that including this in all job descriptions “is good” because they want all Council employees to understand how important it is to “treat children in care and care experienced young people as they would their own”. We ask that you do this with the same commitment, care and ambition that any parent would, regardless of your job role or service area. Children and young people tell us that they want all Council employees to be “genuine”, helping to create a supportive environment, remaining alert to any worries and concerns, and ensuring that safeguarding is promoted and responded to appropriately.

### Knowsley Better Together – Staff Qualities



### Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

### Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council’s information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.