

Job Description

Job Title: Senior Manager (Prevention, Relief, Quality, Private Sector Solutions)	Service Area: Homelessness Prevention & Advice	
Directorate: Inclusive Economy & Housing	Post Number:	Evaluation Number:
Grade: PO6	Date last updated: January 2021	
<p>People at the heart of everything we do We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.</p> <p>Equality and diversity We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.</p> <p>Protecting our staff and services Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.</p> <p>Corporate parent We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.</p>		

Overall Purpose of Job

To be the named lead in terms of either homelessness prevention, or homelessness relief, or statutory reviews or securing private rented tenancies, ensuring full compliance with the statutory duties on the local authority, laid out in the relevant legislation relating to each area, (eg Homelessness Reduction Act 2017; Housing Act 1996 (as amended); Homelessness (Suitability of Accommodation) (England) Order 2012); whilst ensuring that forensic consideration is given to the vulnerable and complex needs of individuals and families.

To ensure all staff are fully up to date with the provisions of the Homelessness Reduction Act, associated Government Code of Guidance, case law and best practice. To seek out new and innovative means of achieving this objective, implementing creative and effective policies and procedures.

To create effective strategic and operational partnerships with other professionals and agencies, acting on behalf of the Council in the fulfilment of its legal duties and organisational priorities.

To ensure the service maintains high levels of good customer care and empathy throughout. We may not always be able to give people what they want, but we should always be honest and treat them with respect, in consideration of their situation.

Job Summary

To ensure the service is making every conceivable effort to prevent homelessness where possible through the provision of tailored advice, advocacy, negotiation, mediation and exploration of all suitable options. To make sure Team Leaders are supporting and developing staff in their assessment of people's housing need are making appropriate decisions in accordance with the appropriate legislation (eg Housing Act 1996 (as amended), Homelessness Reduction Act 2017, Children's Act, Care Act and Welfare Benefit Reform Act).

The post holder will be required to be innovative, dynamic and solutions focussed to put into place practices preventing clients from becoming homeless. In addition to this the post holder will be required to develop, design and implement new operating environments to develop the wider Homelessness Prevention and Advice Service.

Key Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. To be the operational lead in either preventing homelessness; relieving homelessness; statutory reviews of homelessness decisions (including creating an environment of continual learning); or accessing private rented accommodation.
2. To create and maintain strategic partnerships and relationships with other professionals and agencies, in order to achieve the objectives prioritised as a result of being the operational lead on one of the areas listed in (1) above.
3. To ensure the Council delivers an effective, customer-friendly and efficient service, putting people at its heart. To make sure the teams have the appropriate skills and technical knowledge to address the full range of housing issues faced by clients who may be vulnerable or have multiple complex needs. To create innovative policies and procedures to support these households to maintain their current home or access alternative, suitable, accommodation, whilst ensuring full compliance with statutory duties, Government Code of Guidance, caselaw and best practice.
4. To ensure Team Leaders are correctly and accurately assessing homeless applications undertaken within their teams, making sure the Council fulfils its statutory duties in relation to homelessness (and associated) legislation; that timescales as set out within Government Codes of Guidance and local performance measures are achieved; and that high quality casework is carried out throughout.
5. To monitor new processes, evaluate policy and work standards and oversee the development of new ways of working, such as ensuring tailored Personal Housing Plans are issued in a timely manner; that *reasonable steps* are agreed and undertaken by both the applicant and council; and that these are achieved and kept under review.
6. To represent the Council at strategic and operational partnerships, making decisions on behalf of the local authority in the context of its statutory duties and achieving the wider strategic objectives of the organisation.
7. To hold and maintain a comprehensive knowledge of the relevant legislation (eg Homelessness Reduction Act 2017; Housing Act 1996 (as amended); Homelessness (Suitability of Accommodation) (England) Order 2012), ensuring this is updated as new caselaw and Government Code of Guidance is determined and be the lead responsible for making this knowledge is disseminated and implemented through Team Leaders and to case officers. Furthermore, to ensure this knowledge is shared with other services, Heads of Service and Cabinet Members.
8. To participate as a duty manager, as required, ensuring the effective use and promotion of homelessness prevention services, authorising temporary accommodation placements where appropriate, and making sure best practice is adopted.
9. To develop and maintain robust performance management arrangements, implement mechanisms to ensure these are being monitored and maintained, and be responsible for taking appropriate and timely corrective action as required.

10. To write reports, using specialist knowledge and understanding of the legislation and regulations, as well as the wider performance of the Team, and present these to the Directorate Management Team, Cabinet Members and other services, as required.
11. To oversee the development of appropriate systems and tools for the service, in order to fulfil operational and strategic policies, best practice and compliance with statutory duties and responsibilities.
12. To create an environment of homelessness prevention and tailored housing options, both within the service itself and across a wider partnership of professionals and agencies, ensuring officers are suitably skilled to deliver on these objectives, and that partners are operating within the agreed policies and practices.
13. To deliver training and awareness briefings to staff and stakeholders providing expert advice and opinion on homelessness prevention issues, and to lead on advice surgeries, meetings and talks where residents are affected by a similar issues.
14. To investigate and respond to complaints, Member's Enquiries, Ombudsman investigations and Freedom of Information requests, as necessary. To use these as a 'learning opportunity' in identifying issues and then developing and implementing practice leading to continual service improvement.
15. To lead on the coordination and preparation of court papers and attend court on behalf of the council as required to whereby decisions of the Council may be legally challenged or subject to Judicial Review.
16. To develop a wider range of policy and practice beyond homelessness, in areas likely to have an impact of a resident's ability to maintain, access or move-on from accommodation, such as employment, income maximisation, budgeting, child protection and assessment and understanding of vulnerability and multiple complex needs.
17. To develop a full range of information and publicity for all clients on housing options and best practice and to keep these under regular review. To understand the value of information to the council and to contribute to good information governance by keeping information safe, accurate and up to date and available to those who need it. The post holder is required to abide by the council's information governance policies.

To undertake all responsibilities listed below:

18. To be a champion for excellent customer service delivery and customer care and contribute to the development and delivery of an integrated service.
19. To be self-serving with respect to administration, case record keeping and other related duties and utilise IT systems to update and record information required according to guidance and established procedures.
20. To lead on appraisals, one to ones, objective settings, personal development plans and working group meetings and take a full and active role in service development, including service reviews.
21. To carry out the duties of the post in accordance with the Data Protection Act, the Health & Safety at Work Act and other relevant legislation, as well as Council policies, procedures, Standing Orders and Financial Regulations.
22. To carry out the duties of this post with due regard to the Council's Equal Opportunities Policy and to actively promote and uphold the Council's HEART values.
23. To take responsibility, appropriate to the post, for ensuring compliance with council policies and procedures aimed at promoting and safeguarding the welfare of vulnerable children and adults.
24. To take responsibility, appropriate to the post for promoting diversity including tackling racism and good race, ethnic & community relations.
25. To undertake any other duties appropriate to the grade, that may be required. These may be varied from time to time to meet the needs of the service.

Personal Specification

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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential	Desirable	METHOD OF ASSESSMENT
<p>KNOWLEDGE: A comprehensive knowledge of the relevant legislation relating to housing and homelessness, Codes of Guidance and case law.</p> <p>A comprehensive knowledge and understanding of the housing and support needs of homeless and housing applicants and tenants.</p> <p>A full understanding of the housing issues facing a high demand London local authority.</p> <p>A broad knowledge of welfare rights law and practice and specific knowledge of welfare reforms</p>		<p>Application, Test and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application</p>

<p>EDUCATION/QUALIFICATIONS Educated to degree level standard or equivalent or demonstrable suitable experience</p>		Application
<p>SKILLS, ABILITIES & EXPERIENCE: Experience of delivering a high quality housing service in a related area for a large local authority or comparable organisation.</p> <p>Experience of monitoring performance, producing reports and analysing data in order to drive service improvements.</p> <p>Experience of leading, motivating and managing services with multi-disciplinary teams to achieve significant, sustainable improvements and positive outcomes through internal and external partnerships.</p> <p>Experience of successfully implementing a prevention and options approach in tackling the issue of homelessness and of coaching and helping staff to use negotiation tools in an advice or advocacy setting.</p> <p>Experience as a team manager within a large, complex, customer-focused organisation with a significant emphasis on performance management.</p> <p>Experience of dealing with complaints and/or Member Enquiries, with demonstrable evidence of using these to enhance service delivery.</p> <p>Understanding of the challenges faced working in a political environment, with demonstrable evidence of managing such demands</p> <p>At least one year's experience of managing staff.</p>	<p>At least three years' experience of managing staff or at least one year's experience of managing a team of Team Leaders/Managers</p>	<p>Application and Interview</p> <p>Application and interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application, Test and Interview</p> <p>Application, Test and Interview</p> <p>Application</p>
<p>PERSONAL STYLE AND BEHAVIOUR: <u>Focuses on People:</u> Excellent interpersonal skills including active listening, advocacy and a win-win approach with all stakeholders</p> <p><u>Takes Ownership:</u> Proactive in seizing opportunities and takes responsibility for ensuring the best possible outcome for clients</p> <p><u>Works Collaboratively:</u> Ability to gain, and retain, the confidence and respect of staff, service users and other contacts.</p>		<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>

<p><u>Communicates Effectively:</u> Excellent communication skills both verbally and in writing, including the ability to produce detailed technical letters and reports.</p> <p><u>Focuses on Results:</u> Ability to gather information and interpret complex issues e.g. legislation and case law quickly, to think creatively about problems and identify solutions.</p> <p><u>Coaching and development:</u> Ability to identify people's strengths and weaknesses and create a supportive environment whereby staff are able to fulfil their potential</p> <p><u>Calmness under pressure:</u> Ability to thrive in a challenging and pressurised environment, with competing service demands and tight deadlines</p> <p><u>Respects and understands individual's needs:</u> Ability to work effectively and even-handedly with people from diverse backgrounds and circumstances, ensuring there are practices in place to reflect this.</p>		<p>Application, Test and Interview</p> <p>Application, Test and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p>OTHER SPECIAL REQUIREMENTS: Willing to work outside normal working hours to respond to emergencies or attend meetings as required.</p> <p>Demonstrate an understanding of the issues relating to equal opportunities in service delivery and provision and to actively promote ways of eradicating racism, sexism and other forms of negative discrimination through the Council's policies and procedures.</p> <p>To comply with the Council's Health & Safety Policies.</p>		<p>Application</p> <p>Application</p> <p>Application</p>