

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Housing Allocations & Quality Manager



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Housing Solutions, Communities and Opportunities

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

Purpose and impact:

To be a key leader in the Housing Solutions Service, ensuring the delivery of excellent customer service across operational housing allocations, housing solutions triage and business support functions. This involves:

- leading, managing and developing the Housing Allocations and Quality team to ensure that the Council's housing register is administered correctly and the allocation of Council housing and nominations to registered providers are fair, transparent and lawful. This includes high level leadership regarding recruitment decisions and wider management of the team alongside organisational directives.
- establishing and developing a robust business support function and comprehensive and holistic triage function for the whole of the Housing Solutions Service (covering housing allocations & homelessness) to ensure all approaches for advice and assistance are assessed comprehensively and holistically and directed to the relevant teams to provide appropriate support.
- Leading the development, implementation and monitoring of Housing Solutions procedures and service standards/Quality Framework, including: understanding the need for, design and delivery of training; reviewing casework and responding to enquiries, complaints, freedom of information requests and statutory reviews of decisions (allocations & homelessness); and identifying opportunities for continuous service improvement based on these investigations.

Accountable to:

This role is accountable to the Head of Housing Solutions. The role is accountable for (before any TUPE of staff into the council as services are in-sourced): 1 x Housing Quality Team Leader; 4 Housing Allocations Officers; 4 x Triage Officers & 2 Triage Apprentices, 1 senior Business Support officer, 2 x Business Support Officers and 1 x Business Support Apprentice. The role sits within the Housing Solutions Service, part of the Communities & Opportunities Directorate in West Northamptonshire Council.

Responsibilities:

1. To lead, manage, monitor, empower and develop the Housing Allocations and Quality team with responsibility to effectively and accurately administer the Council's housing register, ensuring the transparent, fair and lawful allocation of Council housing and nominations to registered providers.
2. To implement statutory reviews of original officer/team leader decisions under Parts 6 and 7 of the Housing Act 1996 (as amended), ensuring that decisions made are fully compliant with relevant legislation, up to date case law and policy, and are issued within targets and statutory timeframes.
3. Develop and implement the Housing Solutions Quality Framework based on policy, legislation and best practice evidence to ensure all freedom of information requests, investigations of complaints and reviews are of the required quality with a problem-solving approach, prevent further escalation and resolve at the earliest point of contact. Use learning from these investigations to inform and drive service improvement and inform learning needs analysis and lead the development, design and delivery of a comprehensive training programme for the Housing Solutions service.
4. Manage a comprehensive, holistic housing solutions triage function covering all aspects of housing need (access to the housing register & homelessness) and lead a team providing effective business support for the whole of the Housing Solutions service.
5. Undertake regular reviews of relevant policies, such as Housing Allocations, Care Leavers, ensuring they are legally compliant, incorporate any changes in legislation and take account of best practice. Ensure all Housing Solutions guidance and working procedures reflect any changes in policy, reflect learning from service enquiries and complaints and are implemented consistently across the service.
6. Responsible for leading all aspects of performance, statistical returns and service standards to ensure the Housing Allocations and Quality team complies with policy, procedures, relevant legislation and corporate key performance indicators. Including production of management reports to identify changes and trends, ensuring any learning is embedded into service delivery at the earliest opportunity.
7. To proactively build and strengthen partnership with other Council teams/departments, external statutory bodies and voluntary sector organisations to identify housing need and ensure that it is met

through the Council's Housing Allocations Scheme and associated Nominations Agreements with Registered Providers.

8. Lead and specify work with software providers and internal ICT colleagues to design, implement, maintain and update the council's specialist ICT solution for housing allocations including compliance around the team's handling of data and information in terms of accuracy, confidentiality, staff safety alerts, GDPR and data retention.
9. Plan, control and monitor the budgets for housing allocations choice-based lettings system (current budget circa 100-200k); ensure recruitment decisions and management of the team whilst maintaining high-performance is controlled within budget (approx £650k). Also work with the Head of Housing Solutions to plan, shape, control and monitor the multi-year grant funding award (currently £2.3 million over 3 years) of Homelessness Prevention Grant (and any other funding awarded from central government relating to the service).
10. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
11. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
12. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Excellent leadership, negotiation and influencing skills to work with partners, 3rd party with vested interests and senior management across the organisation. This will include the ability to develop, support, empower and motivate a team to perform highly and achieve goals set out in council strategies and service plans.	E	A, I, T
Political sensitivity and a demonstrable ability to recognise, influence and manage the communications of sensitive information.	E	A, I,
Excellent interpersonal skills in order to deal with escalated issues with customers and third parties in an objective yet compassionate manner in a demanding environment but essential as postholder is the final arbiter in conflicting decisions and complaints (which can include Stage 2).	E	A, I
Ability to prioritise work to meet multiple tight and conflicting deadlines and work independently, making full and effective use of delegation.	E	A, I, T
Ability to articulate through excellent communication skills, including verbal and written skills, on written reports and responses for Customers, MPs, Councillors, and a range of stakeholders.	E	A, I, T
Strong analytical skills, problem solving capability and ability to interpret information and data to make informed decisions.	E	A, I, T
Demonstrate ICT skills sufficient to maximise the use of software applications, particularly the use of Excel, Performance Management and Housing Allocations Software packages	E	A, I
Strong understanding of the potential of IT to deliver better service outcomes and efficiencies. Ability to design, configure and implement specialist housing allocations ICT software.	E	A, I
Ability to negotiate with partners and have the confidence to present information and findings clearly to both lead and influence others behaviour through effective relationship building.	E	A, I, T
Ability to lead and direct service planning and delivery and performance manage, monitor and take corrective action if necessary.	E	A, I
Proactive and innovative approach to problem solving and decision making at senior level.	E	A, I
Excellent ability to analyse and understand trend and performance data for housing and the ability to report on key statutory information.	E	A, I, T
Flexibility to occasionally work outside of normal working hours and able and willing to travel to and work from other locations	E	A, I
Fully understands their role in the context of safeguarding children, young people and vulnerable adults, in a housing environment.	E	A, I

Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	E	A, I
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Knowledge:	Essential / Desirable	Measured by
Advanced and authoritative knowledge and understanding of legislation, policy, procedure and practices in respect of homelessness, housing allocations, landlord and tenant law, immigration and welfare rights/benefit issues, relevant codes of guidance and case law.	E	A, I
Extensive knowledge of local/regional/national policies in relation to allocations, nominations, meeting housing need and homelessness.	E	A, I
Knowledge and understanding of the dynamics and complexities of the public sector and specifically the local government environment, including its impact on service provision, staff and relationships with key stakeholders.	E	A, I
Thorough understanding of local government operational structures e.g. governance processes & approvals; Cabinet, Full Council and/or committee processes; Constitution; financial regulations.	E	A, I
Evidence of continued professional development that demonstrates knowledge of current housing legislation and best practice in the sector.	E	A, I,
Detailed knowledge of recognised project management approaches and service improvement methodologies to deliver short, medium and long-term projects.	D	A, I

Relevant experience:	Essential / Desirable	Measured by
Strong track record of leading and managing high performing teams delivering a statutory front line service, ensuring every team member contributes to achieving positive outcomes for our customers.	E	A, I
Extensive experience of running a service with high levels of demand, significant time pressure and conflicting priorities including crisis management within a local government housing environment.	E	A, I
Extensive, demonstrable experience of overcoming resistance to change at all levels.	E	A, I
Experience of designing and delivering service improvements to realise efficiencies and increase productivity.	E	A, I
Extensive experience of conducting thorough investigations and reviews of complex cases, with a focus on positive outcomes and preventing further escalation.	E	A, I
Extensive experience of working collaboratively and proactively with other services and organisations to prevent homelessness and meet housing need.	E	A, I
Experience of managing budgets, including forecasting expenditure and obtaining value for money through procurement.	E	A, I

Experience of writing Cabinet/Committee reports and taking them through council governance and approval processes or equivalent governance system/process.	D	A, I
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Education, training, and work qualifications:	Essential / Desirable	Measured by
Member or Fellow – Appropriate level of qualification from professional institute (Level 4 Chartered Institute of Housing) or demonstrable service experience of equivalent standard and knowledge and ongoing professional development and willingness to work towards the required level of CIH qualification.	E	A, I,
Educated to degree level in a relevant subject area (e.g. housing, geography, social/behaviour science, public policy, law) or equivalent qualification or experience in the housing sector.	E	A, I, D
Evidence of continued professional, managerial and personal development.	E	A, I, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance, and verification of certificates.

Day-to-day in the role:

Hours:	37 hours per week	Primary work base:	One Angel Square, Northampton (however expectation to work across West Northants)
Job family band:	Regulatory & Technical	Worker type:	Part-flexible
Salary range:	£49,587-£52,860	Budget responsibility:	£650-750k
People management responsibility:	Yes		

Working conditions & how we work:

We are open to discussions about flexible working.

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent, and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional, and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn, and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

