



**North
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Council**



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Job Description and Person Specification**

Note: This job description is subject to change dependent upon consultation responses

Head of Housing Solutions

Directorate : Adults, Health Partnerships and Housing
Service Group: Housing
Reports to: Assistant Director Strategic Housing, Development and Property Services.
Salary scale: NNC Grade 12.
Responsible for: Keyways Allocations, Rough Sleeping, Housing Options, Temporary Accommodation, Homeless Support Services.

Purpose of the job

- To work with the Assistant Director of Strategic Housing, Development and Property Services, to drive and deliver a proactive, dynamic, agile, customer first, high performance, value for money, seamless and inclusive housing needs and homelessness reduction and prevention service. That has high levels of customer satisfaction, and engagement.
- To ensure that the council achieves against its statutory duties in relation to homeless advice relief and prevention. Including ensuring compliance with its duties under Part VII of the Housing Act 1996, and the Homelessness Reduction Act 2018.
- To lead, oversee and be responsible for the strategic and operational management of the council's Keyways housing allocations service, rough sleeping, housing options, homeless assessments, temporary accommodation, and homeless support services. Ensuring the

housing solutions teams identify, prioritise and assist vulnerable groups and those requiring temporary accommodation.

- To take the lead in formulating the council's key homelessness strategies, including the Homelessness and Rough Sleeper Strategy, Temporary Accommodation Reduction Plan, to prevent and reduce homelessness and develop homeless reduction initiatives.
- To develop and implement plans and strategies to transform the council's housing solutions service by building effective partnership working across the council and with external stakeholders to deliver best in sector services. Inclusion working with Homelink, DHLUC, private sector partners, voluntary agencies and other registered providers to reduce and prevent homelessness.
- To ensure compliance with all required legislation, statutory, regulatory and financial requirements, including the submission of all required reports and returns.
- To champion and deliver against the councils Vision and Values and the **One Team** and **One Council** Ethos. At all times positively and professionally representing the council's interests with external stakeholders, including partners and contractors.

Key Relationships

- Externally: Wide network of contacts from within the public, private, voluntary and government sectors at national, regional and local levels including stakeholders, grant funded organisations, government departments and external funders.
- Internally: Chief Executive, Elected Members, Directors, Assistant Directors, and managers and teams from across the council.

Key Accountabilities

Accountable for:

- The management of budgets and delivery of the MTFP within areas of responsibility.
- The management and statutory returns for compliance and central government funding or any future programmes
- The management of the Council's General Fund Homeless and Temporary Accommodation Budget c£2m..
- Strategic leadership and delivery of Keyways Allocations, Rough Sleeping, Housing Options, Temporary Accommodation, Homeless Support Services. across North Northamptonshire.
- Effective management and implementation of significant change, transformation and improvements to the Service as directed by CLT and elected members.

- Any other corporate duties as reasonably required, including but not limited to: briefing members, attending formal meetings; compliance with all statutory requirements and contributing to employee relation matters as defined by policy across the Authority.
- The performance, health and safety, and management of council owned or leased temporary accommodation housing stock and developments across the area.

Principal responsibilities

1. To provide clear and direct leadership, and staff management of the council's Keyways housing allocations service, rough sleeping, housing options, homeless assessments, temporary accommodation, and homeless support services. to deliver high performance across teams and identify strategies to deliver continuous improvement to reduce homelessness.
2. To ensure and be accountable for the successful delivery of all day-to-day functions provided by the service in accordance with legislation, regulatory and statutory requirements, corporate objectives, service plans, performance management systems and approved budgets.
3. To be responsible for leading the management of all employees (permanent, temporary, seconded and agency) within the service and to oversee all aspects of workforce management, including recruitment, development, training, performance and discipline.
4. To be a role model for the service, demonstrating authenticity, integrity, resilience, and compassion and focussing on communication, personal development, and wellbeing.
5. To champion the highest standards of behaviour and professionalism across the entire service.
6. To create, motivate and lead well trained, motivated, engaged and high-performing teams, empowering them to deliver exceptional , proactive and responsive and prevention housing solutions services. Supporting staff and teams to take full responsibility and ownership to deliver excellent services, and to find solutions to prevent service failures.
7. To work to encourage and deliver best practice by horizon scanning and bringing new ideas, new services and business opportunities to enhance the services, business and financial viability of the housing solutions service.

8. To assess and react to new statutory requirements and recommend changes to policies and procedures to ensure that the Council achieves its strategic aims and fulfils its statutory obligations.
9. To Identify opportunities to streamline business processes and systems and ensuring that they are being successfully embedded into the service areas and followed.
10. To be responsible for the management of performance for Housing solutions through the implementation, monitoring and review of an effective performance management framework/culture and its reporting both internally and externally to the Council. Ensuring the successful delivery of the targets set for the service within service plans, or otherwise by the Assistant Director of Strategic Housing, Development and Property Services.
11. To develop innovative and imaginative responses to the service delivery challenges facing the Council.
12. To undertake research and investigative work as required, including commissioning and managing research projects undertaken by external consultants.
13. To work with partner agencies, strategic partners, government agencies, other Registered providers and the voluntary and charitable sector, to enhance the range and services available to those in housing need.
14. To work with other Heads of Services within the Housing Directorate to lead on the translation of the councils' and directorates strategic plans into defined operational plans and service area outcomes.
15. To prepare and present reports and attend committees, boards, panels and other meetings as required by the council, and as designated by the Assistant Director of Strategic Housing, Development and Property Services.
16. To provide professional and technical guidance and advice for all aspects of the functions of the service to the Assistant Director of Strategic Housing, Development and Property Services, Corporate Leadership Team, elected members, staff, other employees and members of the public.
17. To lead on the best use of 'digital' and other technologies and best practice to provide an improved experience for service users, employees, members and partners, and lead on the development, project management and implementation of all associated Housing solutions data systems.

18. To lead on Health and Safety, Building Safety and compliance for the services within this area ensuring that all Temporary Accommodation provided are effectively managed and legally compliant in accordance with relevant legislation. Ensuring that risks are evaluated and managed, within the legal framework and the wider organisational context whilst supporting service outcomes.
19. To lead on Civil Contingencies Matters including Business Continuity planning and emergency incident planning for the services within this area.
20. To achieve performance and financial targets set for operating costs, the General Fund, Homeless Prevention Grant, Temporary Accommodation spend and all associated grant funding and revenue and capital targets across the medium-term financial plan. Ensuring at all times compliance with financial regulations, governance and delegated authorities.
21. To be responsible for ensuring that there is effective and timely forecasting and analysis of business and financial data to enable robust budget management and budget planning, minimising financial risks, and maximising potential efficiencies.
22. To be responsible for the management of risk, ensuring that lines of accountability are clear and well understood and systems are in place for monitoring, evaluating, and managing compliance, operating and project risks to secure the reputation of the council.
23. To ensure compliance with all audit and governance requirements and ensure all actions, recommendations and reports are completed to corporate timelines.
24. To lead on the delivery of projects, interventions, improvements and initiatives and develop strategies, policies in-line with corporate and business plans, and service needs and requirements.
25. To lead and develop the procurement and contract management strategies for addition temporary accommodation properties, or leased stock to secure cost-effective outcomes by:
 - contract development, negotiations, and regular review in order to ensure the availability of required services and promote service improvement planning and delivery.
 - Developing partnership arrangements.
26. To ensure that enquiries, complaints, ombudsman enquiries, homeless reviews, judicial reviews, and complex cases are managed and completed to a high and

consistent standard, and. in a timely manner Including investigating complaints made against members of staff under the management of the post holder, and to work in coordination with the Council's Complaints & Compliments Team.

27. To represent the Council on housing solutions issues in local, regional and national forums as required, including the representation of the Council or service on specialist bodies as required by the Assistant Director of Strategic Housing, Development and Property Services.
28. To deputise for the Assistant Director of Strategic Housing, Development and Property Services, in their absence as required.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

Note: the job description is not a definite list of tasks. It is designed to give an overall view of the job. It is not an indicator of the sole requirements to do your work. It is expected that you will use initiative and develop your own style to achieve the overall purpose.

Reasonable adjustments will be made to working arrangements to accommodate a person with a disability who would otherwise be prevented from undertaking the work.

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.

Special features of the post

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a Local Authority, other than a Parish Council.

The post holder must be able to:

- Engage with all stakeholders and take responsibility for driving forward and implementing service improvements.
- Create innovation and empower teams.
- Drive and maximise income opportunities and efficiencies within the service.
- Effectively negotiate and influence to achieve the corporate and Service vision.
- Maximise relationships across the team, service and organisational boundaries to achieve desired results.
- Strong management and staff development skills and the ability to create a strong team ethos.
- Keep up to date with new developments within areas of responsibility to enhance personal effectiveness.
- Communicate effectively with both individuals and groups of all sizes at all levels, internal and external to the Authority.
- Promote equal opportunities within all aspects of service delivery and employee relations.
- Post holder will be expected to work to the requirements of the service, occasionally working outside normal working hours and usual places of work.
- Post holder must be prepared to undertake training as required.
- A valid driving licence and access to a car for work purposes is essential

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<p>Degree in a housing or related subject or at least 5 years' experience of senior level management of a homeless, housing options, temporary accommodation service</p> <p>Detailed knowledge and understanding of Part VII of the Housing Act 1996, and the Homelessness Reduction Act 2018.</p> <p>Extensive and demonstrable experience of Housing, and Homeless reviews and appeals procedures</p> <p>Membership of relevant Professional Body/ and or management qualification e.g. CIH CMI, ILM</p> <p>Evidence of continuing professional development</p> <p>Driving Licence</p>	<p>Post graduate diploma / Master's degree in an property management/ repairs</p> <p>Management qualification (Minimum NVQ Level 4 or equivalent)</p> <p>Prepared to study for a vocational management qualification or similar</p>
Experience and Knowledge	Expert knowledge , experience and understanding of homelessness legislation, policy, procedure and	<p>Project management skills</p> <p>Experience dealing with the media</p>

Attributes	Essential criteria	Desirable criteria
	<p>practice as it relates to homelessness, allocations , temporary accommodation and housing options.</p> <p>A proven track record of consistent and demonstrable achievement at a Senior Strategic management level.</p> <p>A proven track record of achievement either within homelessness, allocations , temporary accommodation and housing options. services with a similar complexity and nature that would give relevant transferrable skills.</p> <p>Demonstrable understanding of principles of service operations management, including service performance management and evaluation of impact.</p> <p>Understanding of procurement, contract management and commissioning regulations and policies.</p> <p>Knowledge of local authority governance and processes for decision making.</p> <p>Demonstrable understanding of Council priorities and strategies relating to homelessness, allocations , temporary accommodation and housing options and the wider homeless and place shaping agenda.</p>	<p>Experience of supporting and housing care leavers</p>

Attributes	Essential criteria	Desirable criteria
	<p>Demonstrable knowledge of procuring temporary accommodation and private sector leasing accommodation</p> <p>Knowledge of homeless bid arrangements as they relate to homeless prevention grants and other available grants and resources.</p> <p>Extensive experience regulatory and statutory returns</p> <p>Significant experience of leading, developing, managing and motivating a team.</p> <p>Proven performance management experience and oversight of team objectives and service planning.</p> <p>Experience of successfully managing change which has led to service improvements.</p> <p>Proven experience and ability to thrive in a complex environment and demonstrate resilience taking personal responsibility for making things happen and achieving desired results.</p> <p>Experience of being responsible for a budget and ensuring that this is appropriately managed within financial regulations and audit ready.</p>	

Attributes	Essential criteria	Desirable criteria
	<p>Experience of collecting relevant information to feed into service delivery, design and strategy.</p> <p>Experience of developing and sustaining a culture that meets the needs of and engages with customers and staff within a safe, open and high-performing working environment.</p> <p>A track record of working in and forging successful partnerships with a wide range of internal and external bodies including governmental and non-governmental organisations, the private and voluntary sectors.</p> <p>Excellent Report Writing skills</p> <p>Extensive experience dealing with complex and/or contentious and/or politically sensitive issues</p> <p>Project management skills</p> <p>Experience dealing with the media</p> <p>Ability and Skills Excellent leadership, negotiation and influencing skills, including change management and significant service delivery improvement.</p>	

Attributes	Essential criteria	Desirable criteria
	<p>Excellent time management skills, with the ability to plan and deliver objectives with an agreed timeframe and be flexible in work approaches.</p>	
Ability and Skills	<p>Excellent leadership, negotiation and influencing skills, including change management and significant service delivery improvement.</p> <p>Recognition of the political environment of Local Government, demonstrating an understanding of how to approach sensitive matters.</p> <p>Demonstrate excellent communication skills level of written and oral communication and IT user skill.</p> <p>Ability to develop, influence and maintain good working relationships with a wide range of customers, stakeholders and partners.</p> <p>Innovative approach to problem solving and achieving value for money.</p>	

Attributes	Essential criteria	Desirable criteria
	Excellent performance and financial management skills Ability and willingness to attend evening committee meetings	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Safeguarding	Demonstrate an understanding of the safe working practices that apply to this role.	