

When potential is unlocked, talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Housing Allocations Team Leader

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.



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Purpose and impact:

To support the Housing Allocations & Quality Manager to:

- Lead, manage and develop the Housing Allocations Team to administer the Council's Housing Register, including the allocation of accommodation within the Council's own stock and nominations to partner registered providers, in accordance with the Housing Allocations Scheme.
- Support the Housing Allocations Officers to provide comprehensive housing advice and information to households in housing need to ensure their housing needs are met.

Accountable to:

This role is accountable to the Housing Allocations and Quality Manager and is accountable for Housing Allocations Officers. The role sits within the Housing Solutions Service, part of the Communities & Opportunities Directorate in West Northamptonshire Council.

Responsibilities:

1. Provide strong supervision, line management, support, and guidance to the Housing Allocations Team, with responsibility to administer the Council's Housing Register, and to provide comprehensive housing advice and information to households with a housing need.
2. Through regular day to day supervision, performance monitoring and advice, ensure that the team complete all functions in line with the Council's Housing Allocations Policy and Part 6 of the Housing Act 1996, including assessing who can join the Council's Housing Register, what priority an applicant may be awarded under the scheme, and which applicants are shortlisted and allocated to advertised properties. This includes the allocation of accommodation within the Council's own stock and nominations to partner registered providers.
3. Oversee, monitor, and report on cases and supervise your team to provide assurance that robust enquires to determine the eligibility, qualification and prioritisation of Housing Register applications are being carried out in accordance with the Housing Allocations Policy, Part 6 Housing Act 1996, and other relevant legislation, policy, and guidance. Supervise your team with complex cases where necessary.
4. Oversee the effective processing of applications where there is a medical need, ensuring that robust decisions are made on the level of priority that should be awarded to the applicant and the type of property that best suits their needs. Work in collaboration with the Council's specialist medical advisor to ensure that specialist advice and guidance is provided to inform decision making where appropriate.
5. Oversee and build effective relationships with the Council's ALMO and Registered Providers, ensuring that your team is carrying out its functions in accordance with the Housing Allocations Policy and prescribed nominations agreements.
6. To complete Housing Register reviews where necessary, ensuring that reviews are conducted within defined timescales with consideration of all relevant facts and legal requirements. When review decisions are challenged through Judicial Review, work in conjunction with Legal Services and ensure documentation is prepared in accordance with requirements and guidance where required.
7. Support the Housing Allocations & Quality Manager and Head of Housing Solutions to deliver service objectives and targets, using improvement plans where necessary, and reporting on outcomes.

8. Work in collaboration to develop and implement policies and procedures to meet housing need through the Housing Register. Maintain effective working relationships and contribute to the development of joint working protocols, service level agreements and new initiatives in conjunction with other services including external voluntary and statutory bodies, and ensure these are effectively managed, monitored and reviewed with service users and stakeholders to ensure the delivery of the required outcomes.
9. To support on a continuous approach to learning and improving knowledge of the team in relation to a wide range of areas including housing and homelessness law, welfare reform, landlord and tenant rights, immigration and asylum, and family law. To ensure revisions and updates to legislation are shared and interpreted to staff in a timely manner.
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. This must include the ability to develop, support, empower and motivate a team to achieve goals.	E	A,I,T
Ability to articulate through excellent communication, including verbal and written skills, and the ability to produce reports.	E	A,I,T
Excellent interpersonal skills, with the ability to communicate complex issues clearly and simply in a compassionate and empathetic way in a demanding environment. Ability to effectively manage conflict and respond appropriately to challenging behaviour.	E	A,I,T
Excellent customer care skills, including ability to work effectively with vulnerable customers to resolve problems.	E	A,I
Strong analytical skills, problem solving capability, and ability to interpret complex information and data to make informed decisions.	E	A,I
Drive and commitment to meet targets, objectives, and achieve positive outcomes, through leading the team to deliver best practice and innovative solutions.	E	A,I
Proven and effective relationship building and ability to negotiate with partners. Ability to confidently present information and findings clearly and simply to both lead and influence behaviour.	E	A,I
Proven ability to communicate effectively with customers, MPs, Councillors, and a wide range of stakeholders to respond to queries and complaints comprehensively, to reach agreeable outcomes.	E	A,I
Ability to organise, plan and prioritise a varied workload to meet multiple tight and conflicting deadlines and respond effectively to emergencies that require immediate response.	E	A,I
Ability to work on own initiative and make clear, consistent decisions.	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
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
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

Knowledge:	Essential / Desirable	Measured by
An expert and detailed knowledge and understanding of current housing law, such as the Housing Act 1996, Parts VI and VII, Homelessness Act 2002, Localism Act 2012, Homelessness Reduction Act 2017 and immigration law as it applies to housing eligibility, relevant code of guidance and case law.	E	A,I
Expert and detailed knowledge of eligibility for homelessness assistance depending on immigration and residence status, with ability to analyse case detail against legislative requirements.	E	A,I
Good knowledge of local, regional, and national policies and practices in relation to housing solutions 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 partners.	E	A,I
Detailed knowledge of welfare reform and changes within the benefits system.	E	A,I
Specialist knowledge of services offered by other internal and external agencies, including health and social care, social welfare, housing, employability and drug and alcohol services. A clear understanding of safeguarding and confidentiality.	E	A,I
Knowledge of recognised project management approaches and service improvement methodologies to deliver short-, medium- and long-term projects.	E	A,I
Strong understanding of equal opportunities in service delivery.	E	A,I

Relevant experience:	Essential / Desirable	Measured by
Strong track record of leading and motivating high performing teams in a customer focused context, ensuring team members contribute to achieving positive outcomes for customers.	E	A,I
Proven experience of working in a housing allocations service with high levels of demand, significant time pressures and conflicting priorities.	E	A,I
Proven experience of delivering a statutory housing service, ensuring that appropriate legal advice and assistance is given on all housing matters and related issues in a timely and effective manner to achieve positive outcomes for customers.	E	A,I T
Experience of conducting thorough investigations of complex cases with a focus on positive resolutions and preventing further escalation.	E	A,I

Experience of collating and evaluating monitoring information to initiate, design and deliver service improvements and new ways of working to realise efficiencies and increase productivity.	E	A,I
Extensive experience of effective joint working in a multi-agency context to resolve complex issues collaboratively.	E	A,I
Experience of working proactively and in collaboration with other services to meet housing need.	E	A,I

Education, training, and work qualifications:	Essential / Desirable	Measured by
Educated to degree level or equivalent qualification or has significant experience in a related role.	E	A, I, D
Attained or willing to work towards Chartered Institute of Housing Chartered Membership (at level 4 or above, or members who have completed an experiential route accredited by CIH.)	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 and Technical Band 8	Worker type:	Part- flexible
Salary range:	£40,316 - £43,675	Budget responsibility:	None
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”

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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.

