

Job Description and Person Specification

Job details

Job title: Senior Sheltered Services Officer

Grade: Grade NNCBAND06 NNCSCP14-17

Reports to: Sheltered Services Manager

Responsible for: Sheltered Services Officers and Scheme Cleaners

Directorate and Service area: Adults, Health Partnerships and Housing – Sheltered Housing Services

Purpose of the job

The post holder will provide operational line management and support to a group of Sheltered Services Officers, Caretaker and Scheme Cleaners delivering intensive housing management and support services to residents living in NNC's Sheltered Housing schemes and to customers connected to the lifeline services to ensure they remain independent for as long as they are able to in a safe secure environment.

The post holder will offer a first-class customer focussed intensive housing management and support service including but not limited to housing management duties, dedicated targeted and intensive support, customer engagement and involvement, unacceptable behaviour, estate caretaking, cleaning and building management.

There will be an emphasis on improving customer relations and increasing satisfaction levels and engagement opportunities with the homes and communities our customers live in and the services the council provides.

The post is part of the Sheltered Housing Team, and the post holder will deputise for other Officers in their absence.

Principal responsibilities

1. Role Responsibilities

The post holder will be expected to:

Lead by example, motivate, coach, mentor and provide effective, training, direction, support and guidance to all Sheltered Housing team members.

Be a role model for the service, demonstrating authenticity, integrity, resilience, and compassion and focussing on communication, personal development, and wellbeing.

Champion the highest standards of behaviour and professionalism across the team.

Recognise and reward team members for excellent performance and deal effectively with issues of poor performance.

Be responsible for the operational line management of all employees (permanent, temporary, seconded and agency) within the team including staff development, appraisals, absence management and disciplinary processes.

Work closely with and assist the Sheltered Services Manager during a recruitment and selection process.

Motivate and lead a well-trained team, empowering them to deliver exceptional, proactive solution driven and responsive services.

Identify any training and development gaps, to ensure the team has the requisite levels of knowledge, skills, and competency to perform their roles.

Be responsible for health safety and wellbeing of all team members including the operational monitoring lone working devices.

Ensure the “Safeguarding” of all residents in accordance with NNC’s reporting procedures.

2. Sheltered Housing Management

The post holder will be expected to:

Assist the Sheltered Services Manager to review, write and develop policies, strategies and procedures, ensuring compliance with statutory or regulatory requirements which reflects good practice.

Ensure a consistent, customer focused service is delivered to all the councils' customers by responding to contact requests and enquires with accurate advice and assistance in a timely manner.

Provide advice, guidance and support to team members with complex cases.

Prepare adverts for void properties.

Manage guest room bookings.

Review applications for tenancy changes, alterations, grounds maintenance request ad hoc caretaking duties.

Prepare all paperwork and submit court applications for possession in relation to serious tenancy breaches or other options available which may prevent homelessness.

Process and co-ordinate enquiries and draft responses to Stage 1 and 2 complaints (including Elected Member and MP enquiries FOI's and SAR's) relevant to the service area.

Review recommendations for approvals and refusals for all tenancy management applications.

Respond and lead on reports of serious floods, fires or uninhabitable properties.

Be responsible for updating Staff Alert Register entries, revision, reviews and deletions.

Lead on operational activities related to tenant engagement and involvement and consultation exercises.

Monitor agreed plans to:

- Achieve regular reviews of support plans
- Achieve an annual rolling programme of tenancy reviews and property inspections
- Undertake weekly scheme inspections
- Undertake quarterly full scheme and grounds inspections
- Undertake planned Intensive Housing Management visits

3. Performance Management and Service Improvement

The post holder will be expected to

Produce, provide, collate a range of performance information and data to analyse and monitor individual and team performance, identifying trends and put actions plans in place for improvement.

Be responsible for continuous service improvement and improved customer satisfaction levels by delivering on identified priorities in the housing service and transformation plans or projects.

4. Collaborative Working

The post holder will be expected to

Make a positive contribution to the Housing Service by active involvement in a range of meetings.

Ensure the service area has a strong and effective relationship with other services within the organisation and external partners by contributing to the development and implementation of cross cutting initiatives in line with the councils' cultures and values

Make a positive contribution to the Sheltered Housing Services team, sharing skills, coaching and developing other staff to enable the whole team to achieve its goals.

5. Key Relationships

Internally: Housing, Finance, Property Service teams, Allocation and Solutions teams, Adult Social Care, Legal Services, Elected Members, Head of Housing Management, Sheltered Services Manager and other colleagues and managers from across the council.

Externally: Wide network of contacts from within the public, private, voluntary sectors at local levels including the Police, Fire & Rescue Service and Ambulance teams, Health professionals, care providers and agencies, customers, stakeholders, RSL's charities, tenants groups/ forums and resident associations.

6. Key Accountabilities

The post holder will be accountable for:

The completion of key performance reports.

Operational change implementation, transformation, harmonisation and service improvements as directed by the Sheltered Services Manager.

The management of sheltered housing schemes across a defined area.

Proactively identifying and reporting any area of financial loss and risk and reputational damage by ensuring that lines of accountability are clear and well understood across the team.

Representing or deputising for the Sheltered Services Manager as required.

7. Miscellaneous Requirements

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.

Maintain a working knowledge of computer software appropriate to the duties and responsibilities.

Maintain an up-to-date knowledge of best practice in the field of housing management and independent living and support service provision to maximise opportunities for continued service improvement.

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.
4. 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.

5. 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 in undertaking the role.

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

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

An allowance is payable to the postholder for mileage claims essential for business purposes.

The post holder will be expected to take part in the Housing Service out of hours on call duty rota to support NNC's emergency contact and response activities.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<p>Educated to A level Standard (min 2)</p> <p>Hold a relevant housing qualification (CIH Level 3/4 Diploma or equivalent) or show an equivalent capability.</p>	<p>CERTCIH – Membership</p> <p>Qualifications in Health and Social Care</p>
Experience and Knowledge	<p>Experience of working with a local authority or registered provider or a similar role.</p> <p>Experience of managing a staff team min 5 years</p> <p>Knowledge of the housing legislation, regulation and case law</p> <p>Experience of managing and prioritising own workload often without regular supervision and motivating and leading a team</p>	<p>Experience of working effectively in partnership with a range of stakeholders.</p>
Ability and Skills	<p>Customer focussed and solution driven</p> <p>Effective partnership working skills to achieve positive outcomes for tenants and leaseholders.</p> <p>Excellent interviewing and negotiation skills to achieve solution-focused outcomes</p> <p>Ability to explain complex matters clearly to a wide range of customers staff and colleagues</p> <p>Able to produce clear, concise, and persuasive written letters</p> <p>Ability to be proactive and use initiative to drive forward improvements within the team and across the service</p>	

Attributes	Essential criteria	Desirable criteria
	<p>Excellent IT and keyboard skills</p> <p>Excellent communication skills over several disciplines</p> <p>Ability to successfully operate in a multi-disciplinary and multi-functional environment</p> <p>Personal Qualities: Friendly Enthusiastic Trustworthy Motivated Hardworking</p>	
Equal Opportunities	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	
Additional Factors	<p>Full driving licence and access to a vehicle for work</p> <p>Willing to work outside normal office hours as necessary</p> <p>This post is subject to a DBS check</p>	