WHERE CAREERS THRIVE

When potential is unlocked, talent *thrives*

West Northamptonshire Council

Job description and person specification

Temporary Accommodation Team Leader

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.

West Northamptonshire Council

Purpose and impact:

To support the Temporary Accommodation and Private Rented Access Manager to:

- Lead, manage and develop the Temporary Accommodation Team to ensure clear and effective arrangements for the management of temporary accommodation which meets our statutory obligations, provides high quality; customer-centred housing management, and provides high level supports for homeless households living in temporary accommodation.

- To ensure that all temporary accommodation is allocated in line with the homelessness legislation and guidance, and the Council's policies and procedures, making the most efficient and effective use of resources and minimising the use and cost of temporary accommodation.

Accountable to:

This role is accountable to the Temporary Accommodation & Private Rented Access Manager, and responsible for the direct line management of Temporary Accommodation Officers. The role sits within Housing and Communities Service, part of the Communities and Opportunities Directorate in West Northamptonshire Council.

Responsibilities:

1. Provide strong supervision, line management, support and guidance to the Temporary Accommodation Officers to provide a high-quality management service for all properties that the council uses as Temporary Accommodation.

2. Have oversight of all properties used a temporary accommodation, ensuring they are in a safe and habitable condition, meet all statutory requirements in respect of fire safety, amenities and health and safety.

3. Deliver a service that is customer-focused ensuring temporary accommodation meets the suitability requirements for the household take a highly effective approach to rent collection and Housing benefit maximisation; and that occupants are supported throughout their stay in temporary accommodation.

4. Support the Temporary Accommodation Officers to work closely with Housing Options Officers to ensure effective management and support of customers accommodated in temporary accommodation including managing anti-social behaviour, breaches of licence conditions, making timely applications to join the Housing Register, ensuring the Council's homelessness duties are discharged correctly and active management of customer expectations of options for permanent rehousing.

5. Develop and maintain close working relations with other council services and external statutory organisations and voluntary/community sector in order to manage customers accommodated in temporary accommodation effectively, including:
   - The Community Safety Team and the Police to manage and resolve anti-social behaviour issues
   - Proactive joint-casework approach with adult social care, Children's services and in urgent cases make referrals into safeguarding mechanisms when temporary accommodation is to be withdrawn to ensure risk is managed and accommodation provided under other council powers where necessary
   - help, advice and support is provided to empower and enable residents of temporary accommodation to become more independent and move successfully into settled accommodation promptly.

6. Support the Temporary Accommodation and Private Sector Access Manager to compile performance data, statistical return data and service standard information to ensure the Temporary Accommodation 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 or necessary improvements are embedded into service delivery at the earliest opportunity.

7. Work in collaboration with the Temporary Accommodation Manager, the Head of Housing Solutions and members of the Finance Team and Revenues & Benefits Team to review the number and net cost of homeless households living in temporary accommodation and monitor the impact and effectiveness of the action that the Council has taken to minimise the use and cost of temporary accommodation.

8. Effectively monitor and continually improve the performance of the Temporary Accommodation Team and assess its effectiveness in meeting the housing and support needs of customers, maximising the collection of rent and service charges, promoting the take-up of housing options, empowering residents to become independent, and reducing the use and cost of temporary accommodation.

9. Oversee the Temporary Accommodation Team rota as required to provide a comprehensive out of hours services for those approaching as homeless outside of core business hours. Provide support to the Temporary Accommodation and Private Sector Access Manager to develop and deliver Emergency /Business Continuity Plans and procedures. This will include the postholder and team members being expected to support the sourcing and booking of accommodation in the case of emergencies arising outside office hours.

10. Maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications. assist performance monitoring, the analysis of trends and the completion of internal and external returns, including the government's quarterly HCLIC return.

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 including landlords and lenders. 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 T
Financial and budgeting skills, ensuring financial processes are being followed effectively to deliver services within defined budgets, for example, within the allocation of temporary accommodation	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
Digital Skills: Working knowledge of Microsoft 365, including Outlook, Teams, Word, Excel, PowerPoint, CoPilot, OneDrive and SharePoint, with the ability and willingness to use these tools confidently and effectively in day-to-day work.	E	A,I

Information & Data Handling: Able to handle information responsibly, store records securely, share data appropriately and follow council policies and procedures on data protection, records management and information security.		
Fully understands their role in the context of safeguarding children, young people and vulnerable adults, in a housing environment.	E	A,I
Flexibility to occasionally work outside of normal working hours and able and willing to travel to and work from other locations, including completing home visits.	E	A,I

Knowledge:	Essential / Desirable	Measured by
Good working knowledge of current homelessness and housing law and practice, such as the Housing Act 1996, Parts VI and VII, Homelessness Reduction Act 2017, Homelessness Act 2002, Localism Act 2012, code of guidance and case law.	E	A,I,T
Good working 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.	D	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 contributed to achieving positive outcomes for customers.	E	A,I
Proven experience of working in a frontline housing advice service with high levels of demand, significant time pressures and conflicting priorities, including responding to emergencies.	E	A,I

Proven experience delivering temporary accommodation, supported housing and/or social rented housing services.	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 prevent homelessness and 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
Full driving licence and access to own transport for work purposes, or equivalent.	E	A,I,D
Attained or willing to work towards qualification and working knowledge of Housing Health and Safety Rating System Qualification	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	**Primary work base:**	One Angel Square, Northampton
Job family band:	Regulatory and Technical, Stage 8	**Worker type:**	Part-flexible
People management responsibility:	Responsible for 6 Temporary Accommodation Officers		

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 worker 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.

West Northamptonshire Council