

**WHERE
CAREERS
THRIVE**

**When potential
is unlocked,
talent *thrives***



**West
Northamptonshire
Council**

Job description and person specification

Housing Options Manager

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 be a key leader in the Housing options Service, ensuring the team meets its core objectives, imbedding a strong high performing and inclusive culture that provides results and tackle trends.

This includes, but not limited to:

- Ensuring the team take a pro-active approach to prevent and relieve homelessness ensuring statutory functions are carried out effectively in accordance with legislation.
- Delivering a seamless, positive customer journey that delivers positive outcomes and strategic objectives.
- Driving service development and improvement, imbedding quality assurance framework, policies and processes and ensuring medium to long term service planning across team areas.
- Building a strong culture and reputation within the service, focusing on clearly defined values, open communication, and prioritising employee well-being.

Accountable to:

This role is accountable to the Head of Housing Solutions and Strategy, responsible for the direct line management of 4+ Housing Options Team Leaders. The role sits within Housing Solutions Services, part of the Communities and Opportunities Directorate in West Northamptonshire Council.

Responsibilities:

1. To lead, manage, motivate and monitor the Housing Solutions Team to ensure the Council is high-performing and compliant in relation to Part 7 of the Housing Act 1996, Homelessness Reduction Act 2017 and other relevant legislation and key initiatives to meet the wider homelessness agenda. This includes high level leadership regarding recruitment decisions and wider management of the team alongside organisational directives.
2. Create and direct an efficient and effective, unified, high quality, prevention focussed housing advice and assessment service to people who are homeless or threatened with homelessness across West Northamptonshire ensuring customers' housing and support needs are assessed and met.
3. Develop and implement a range of projects and initiatives with the objectives of intervening early and/or preventing homelessness on time and within budget to deliver significantly improved outcomes for both homeless families and single people and meet ambitious financial savings targets relating to temporary accommodation usage.
4. Work closely to:
 - Develop quality frameworks, policies and procedures for all team members that promotes best practice across the service.
 - Ensure that all service enquiries and statutory reviews and decisions/returns are responded to promptly and comprehensively & any learning imbedded into the service.

5. Ensure productive joint working partnerships with internal departments such as social care and community safety, and partners such as health, police and other statutory and voluntary agencies through the development of robust tactical arrangements, service level agreements and other partnership agreements, to ensure holistic case management and joined-up working.
6. Ensure effective performance management and outcome based accountability frameworks are embedded within the service that improves delivery and positive customer experience,
7. Plan, control and monitor the budgets for homelessness prevention and private sector incentive schemes (current cumulative budget £500k); staffing budget (approx £1.4 million). Including any grant funding received and ensure opportunities for cost savings and exploring grant funding from external sources.
8. Lead work with and specify requirements to software providers and internal ICT colleagues to design, implement, maintain and update the council's specialist ICT solution for homelessness including compliance around the team's handling of data and information in terms of accuracy, confidentiality, staff safety alerts, GDPR and data retention.
9. Ensure that comprehensive out of hours services are in place for those approaching as homeless outside of core business hours. Also act and assist in emergency situations and assist development and delivery of Emergency /Business Continuity Plans. This will include being on the named list of contacts for emergencies arising outside office hours.
10. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours and promote equality and diversity, and positive behaviours across the team. This includes support cultural change programmes and service reviews.
11. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is always taken 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 postholder.

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 employees, stakeholders and senior management across the organisation.	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 the final arbiter in conflicting decisions and stage 2 complaints.	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
Excellent written, oral communication and IT skills, at all levels.	E	A, I, T
Ability to develop and maintain good working relationships with a wide range of customers, stakeholders and partners to develop a positive personal and organisational profile and build positive team cultures	E	A, I
Strong focus on performance management and service planning, with the ability to analyse and understand trend and report on key statutory information.	E	A, I, T
Ability to demonstrate awareness and understanding of equality and diversity principles and other people's behaviour, physical, social and welfare needs.	E	A, I

Knowledge:	Essential / Desirable	Measured by
Ability to understand legislation, policy, procedure and best practice in respect of housing and homelessness matters relating to the post.	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
Extensive experience of managing services and dealing with complex issues across a range of activities/functions.	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 working collaboratively and in a multi-agency fashion to reduce silo working and ensure holistic responses to local need.	E	A, I
Experience of managing budgets, including forecasting expenditure and obtaining value for money through procurement.	E	A, I
Experience of writing high level reports and taking them through council governance and approval processes or equivalent governance system/process.	D	A, I

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 relating to the post.	E	A, I, D
Educated to Degree level or substantial experience relevant to the post.	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.

Additional pre-employment checks specific to this role include:

Enhanced Disclosure and Barring Service check

Day-to-day in the role:

Hours:	37 hours	Primary work base:	One Angel Square, WNC
Job family band:	Housing and Communities	Worker type:	Full Time/Permanent
Salary range:	Band 9 -	Budget responsibility:	Circa £1.5 million
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.

