

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Housing Options Manager

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 provide strategic and operational leadership support across Housing Options, Temporary Accommodation and Private Rented Sector services, ensuring the delivery of high-performing, customer-focused and outcome-driven services that contribute to the Council's housing and homelessness objectives. The role is responsible for embedding a culture of excellence, accountability and continuous improvement, responding effectively to emerging trends, service demand and legislative change.

This includes:

- Leading the delivery of statutory homelessness functions through effective prevention and relief activity, ensuring compliance with legislative and regulatory requirements.
- Driving seamless customer journeys and service excellence that improve resident outcomes and support the achievement of strategic priorities.
- Shaping and delivering service transformation, quality assurance, governance frameworks and long-term service planning to ensure sustainable and effective service delivery.
- Fostering a high-performing, inclusive and values-led culture, promoting workforce engagement, strong leadership, open communication and employee wellbeing.
- Providing visible and inspirational leadership that develops organisational capability, embeds accountability and drives a culture of innovation, learning and excellence.
- Ensuring robust performance management and governance arrangements are in place to monitor outcomes, manage risk and support evidence-based decision-making.
- Leading partnership working across the housing, health, social care, community safety and voluntary sectors to deliver integrated solutions and improved outcomes for customers.
- Supporting the development and implementation of housing and homelessness strategies, policies and corporate priorities, ensuring services remain responsive to current and future challenges.
- Ensuring resources, budgets and services are managed effectively to maximise value for money, service resilience and organisational performance.
- Acting as a senior representative for the service, providing expert advice and leadership to elected members, senior managers, partners and stakeholders on housing and homelessness matters

Accountable to:

Responsible for a workforce of approximately 55 employees, the role leads a multi-disciplinary management structure comprising six Housing Options Team Leaders, a Temporary Accommodation Team Leader and a Private Rented Sector Team Leader.

Responsibilities:

1. To lead, manage, motivate and monitor the Housing Solutions, Temporary Accommodation and Private Rented Sector (PRS) teams, ensuring the Council delivers high-performing, customer-focused and legally compliant services in relation to the Housing Act 1996, the Homelessness Reduction Act 2017, and all other relevant housing legislation, statutory guidance and government initiatives.
2. The role provides strategic joined up leadership across Housing Solutions, Temporary Accommodation and Private Rented Sector services, acting as deputy to the Head of Service and providing visible leadership across the wider Housing function.
3. The post-holder is responsible for shaping and delivering strategic priorities, driving service transformation, ensuring organisational resilience and regulatory compliance, and leading a high-

performing workforce through effective resource planning, talent management, performance oversight and continuous improvement.

4. Provide strategic leadership across key internal and external partnerships, developing robust governance frameworks, agreements and collaborative approaches that enable integrated service delivery, strengthen system-wide responses to homelessness and vulnerability, and improve outcomes for residents through effective multi-agency working.
5. Ensure the delivery of high-performing, customer-focused services through the implementation of robust performance management, governance and outcome-based accountability frameworks that drive continuous improvement, evidence-based decision-making and excellent resident outcomes and experience.
6. Provide financial leadership and accountability for budgets exceeding £2.5 million, including staffing resources, homelessness prevention funding and private rented sector incentive schemes (circa £500,000). Ensure robust financial governance, effective budgetary control and value-for-money principles are embedded across services, whilst maximising the utilisation of grant funding and proactively securing external investment opportunities to support service sustainability, innovation and the delivery of the Council's housing and homelessness priorities.
7. Provide senior leadership for the development, implementation and oversight of specialist housing management systems, working collaboratively with software providers and ICT services to drive digital innovation, service efficiency and performance. Ensure robust information governance, data quality and compliance with GDPR, confidentiality, records management and staff safety requirements, supporting effective service delivery and organisational resilience.
8. Provide operational and strategic oversight of the Council's homelessness emergency response and out-of-hours provision, ensuring effective arrangements are in place to meet statutory duties and support vulnerable households outside normal operating hours.
9. Lead the development, implementation and review of emergency response and business continuity frameworks, contributing to organisational resilience and acting as a senior escalation point for critical incidents and emergencies.
10. Demonstrate high level 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.
11. Use Microsoft 365 and council systems effectively to work efficiently, collaborate with others and manage information safely, including storing, sharing and handling data securely in line with council policies.

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
High level 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
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, T
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.	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 5 Chartered Institute of Housing) or demonstrable service experience relating to the post.	D	A, I, D
Educated to Degree level or substantial demonstrable 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:	Permanent
Budget responsibility:	Circa £2.5 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.

