

## **Job Description and Person Specification**

### **Job details**

Job title: Accommodation Services Manager

Grade: 9

Reports to: Head of Housing Solutions

Responsible for: Accommodation Services Team Leader, Transitions Project Coordinator, Senior Tenancy Support Worker

Directorate and Service area: Strategic Housing, Development and Property Services (Adults, Health Partnerships and Housing (DASS), and Children's Services)

### **Purpose of the job**

To be responsible for overall development, co-ordination, delivery and performance of a high quality temporary accommodation service and related accommodation projects.

Through various procurement/funding initiatives ensure there is adequate supply of cost effective, suitable temporary accommodation for allocation to meet the Councils' statutory homelessness duties.

To provide the Head of Housing Solutions, Assistant Director Strategic Housing, Development and Property Services, Corporate Leadership Team, and Councillors with advice on issues relating to homelessness and the work of the temporary accommodation service, to help set the strategic direction of the authority.

The role will be based across the locality of North Northamptonshire.

### **Principal responsibilities**

1. Ensure appropriate and prompt allocation of properties available to the Council to meet its statutory duties in line with legislation, guidance and the Council's Temporary Accommodation Policy, with a focus on keeping hotel/bed and breakfast type accommodation and out of area placements to a minimum and for emergency use only.
2. Responsible for the management and monitoring of all forms of temporary accommodation, including general or grant funded accommodation projects ensuring performance against KPIs, collection of relevant data and production of reports.
3. Ensure that all properties procured for the Council's use are inspected regularly for occupancy checks, to ensure relevant health and safety requirements and general standards are met, and that all terms/rates are agreed within procurement frameworks.
4. Ensure there are adequate contract management arrangements in place for all third party providers of temporary accommodation including creating and monitoring appropriate performance targets, procedures, and budgets.
5. Manage, motivate and lead a team of officers working across the temporary accommodation service including general /grant funded accommodation projects to achieve service delivery and positive results.

6. Manage temporary accommodation payments and budgets including forecasting expenditure and maximising income through recovery of temporary accommodation charges, taking corrective action where pressures occur.
7. Develop, coordinate, and deliver the Council's Temporary Accommodation Cost and Use Reduction Plan.
8. Complete temporary accommodation related grant funding bids and develop and implement any associated projects and initiatives with the aim of increasing supply of accommodation solutions and reducing the cost of use of temporary accommodation.
9. Assist in the drafting of reports to all decision making/governance groups in relation to the temporary accommodation service.

### **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. Understand the council's commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. 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.

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.

### **Special features of the post**

**If there are any other special features of the job that need to be in the job description, please indicate them here.**

## Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<p>Educated to degree standard and /or with a relevant housing qualification or demonstrate equivalent capability</p> <p>Evidence of continuing professional development</p>	<p>Member of Chartered Institute of Housing (CIH)</p> <p>CIH awarded qualifications</p>
Experience and Knowledge	<p>Detailed, up to date knowledge of homelessness legislation, including a practical understanding of the routes to a legal challenge</p> <p>Experience of managing successful and effective housing/property services in a relevant context</p> <p>Experience of successful performance management including demonstrable experience of improving housing services</p> <p>Experience of managing budgets, including forecasting expenditure and obtaining value for money through procurement</p> <p>Excellent verbal and written communication skills to ensure that consistent and clear messages are delivered to a variety of audiences</p> <p>Business acumen and commercial awareness, with the ability to analyse data/spreadsheets/reports and contracts to identify salient issues</p> <p>Evidence of successful team leadership and motivating, mentoring and coaching staff</p>	<p>Experience of managing a successful and effective temporary accommodation service</p> <p>Experience of working with vulnerable people with complex needs and rough sleepers</p> <p>Experience of developing successful partnerships, and working collaboratively and proactively with other services and organisations to deliver services to vulnerable people</p>

Attributes	Essential criteria	Desirable criteria
	<p>Experience of operating successfully within political, corporate, policy and/or financial constraints</p> <p>Experience of working in partnership with a successful track record of achievement</p>	
Ability and Skills	<p>Spoken and written English fluency</p> <p>Ability to problem-solve using analysis, creativity and innovation</p> <p>Excellent interpersonal skills e.g. communication skills, mentoring and staff development, motivational interviewing</p> <p>Demonstrable partnership and collaboration skills</p> <p>Ability to work under pressure</p> <p>Ability to think and act strategically</p> <p>A clear commitment to, and proven track record of, meaningful customer involvement and consultation</p> <p>Strong track record of motivating and leading teams to achieve service delivery and positive results</p> <p>Ability work on own initiative to achieve results including strong evidence of decision-making, taking responsibility, problem solving and delivery of outcomes</p>	Project management skills including leading a project team

Attributes	Essential criteria	Desirable criteria
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	
Additional Factors	<p>Willingness to work outside normal office hours where necessary</p> <p>Full driving licence and access to a vehicle for work</p> <p>The post holder will be expected to take part in the Housing Service out of hours on call duty rota to support the Council's contact, emergency and response activities</p> <p>This post is subject to a DBS check</p>	