

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Housing Quality Team Leader



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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.

Purpose and impact:

To support the Housing Allocations & Quality Manager to:

- lead, manage and develop the Housing Solutions Triage Team to ensure all approaches for advice and assistance are assessed comprehensively and holistically and directed to the relevant teams to

provide appropriate support. lead, manage and develop the Housing Solutions Service Business Support Team.

- To complete service audits for compliance within the Housing Solutions Service Quality Framework, review casework and respond to enquiries, complaints, freedom of information requests, complete statutory reviews of housing allocations and/or homelessness decisions when requested.

Accountable to:

This role is accountable to the Housing Allocations and Quality Manager and is accountable for Housing Solutions Triage Officers and Business Support Officers and the role sits within the Housing Solutions Service, part of the Communities & Opportunities Directorate in West Northamptonshire Council.

Responsibilities:

1. Provide strong supervision, line management, support and guidance to the Housing Solutions Triage and Business Support Officers, with responsibility to effectively triage all customers approaching the service and provide business support and complete administration requirements for the whole of the Housing Solutions Service.
2. To undertake thorough enquiries and investigations of complaints, reviews and legal challenges under Parts 6 and 7 of the Housing Act 1996 (as amended), ensuring that decisions made are fully compliant with relevant legislation, up to date case law and policy, and are issued within targets and statutory timeframes.
3. Ensure all freedom of information requests, councillor and MP enquiries, investigations of complaints and reviews are of the required quality with a problem-solving approach, prevent further escalation and resolve at the earliest point of contact.
4. Work in partnership with the Compliments and Complaints Service and relevant Service Managers to ensure learning from complaints and appeals are embedded into working practices, procedures and any necessary training is provided.
5. Develop and maintain an effective audit programme to ensure case work across the Housing Solutions service is of required standards, whilst identifying any areas of improvement.
6. Support the Housing Allocations and Quality Manager to:
 - Undertake periodic reviews of relevant policies, such as Housing Allocations, Care Leavers, ensuring they are legally compliant, incorporate any changes in legislation and take account of best practice.
 - Ensure all Housing Solutions guidance and working procedures reflect any changes in policy, reflect learning from service enquiries and complaints and are implemented consistently across the service.
7. Support the Housing Allocations and Quality Manager to compile performance data, statistical return data and service standard information to ensure the Housing Allocations and Quality 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 is embedded into service delivery at the earliest opportunity.
8. To work in partnership within Council and external voluntary and statutory bodies to identify housing need and ensure that an appropriate multi-agency approach is taken to resolving housing

need, including close joint-working with private sector housing, Communities team, Children's and Adult Social Care, Probation, the ALMO and Registered Provider partners.

9. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
10. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
11. 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. 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
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	E	A,I
Demonstrate ICT skills sufficient to maximise the use of software applications, particularly the use of Excel, performance management	E	A,I

and housing options and homelessness case management software packages.		
Fully understands their role in the context of safeguarding children, young people and vulnerable adults, in a housing environment.	E	A,I
Flexibility to occasion	E	A,I

Knowledge:	Essential / Desirable	Measured by
Expert and detailed 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
Expert and detailed 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 conducting thorough investigations and reviews of complex cases, with a focus on positive outcomes and preventing further escalations.	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

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:	18.5 hours per week	Primary work base:	One Angel Square
Job family band:	Regulatory & Technical, Pay Grade 8	-£Worker type:	Part- flexible
Salary range:	£41,816-£45,175	Budget responsibility:	Nil
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”

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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.

