

**WHERE
CAREERS
THRIVE**

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



**West
Northamptonshire
Council**

Job description and person specification

Head of Homelessness and Housing Solutions

Housing and Communities, 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.



**West
Northamptonshire
Council**

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 lead and manage the Council's Homelessness and Housing Solutions service being responsible for the following statutory housing functions: homelessness prevention, relief and assessment; housing allocations; provision of temporary accommodation for homeless households; and single homelessness and rough sleeping.

The postholder will drive the development, delivery and monitor implementation of the Council's Ending Rough Sleeping Plan; Temporary Accommodation Strategy; Single Homeless Pathway; and service plan. This will sit alongside co-production and joint delivery of other key corporate strategies with other Heads of Service including the Homelessness & Rough sleeping strategy and Allocations Policy.

Accountable to:

This role is accountable to the Assistant Director of Housing and Communities. This role sits within Communities and Opportunities, part of the Place Shaping Directorate in West Northamptonshire Council.

Responsibilities:

1. To provide effective leadership in the development and delivery of the Council's Homelessness and Housing Solutions Service to deliver best in class approaches to the management of homeless prevention, housing allocations, homelessness assessment, effective management of temporary accommodation, and single homelessness and rough sleeping outreach and resettlement.
2. Develop and drive key council strategies including:
 - the Council's Ending Rough Sleeping Plan which will provide the strategic leadership to shape activity by the council, external statutory stakeholders, and voluntary and community sector partners to ensure a reduction in rough sleeping.
 - The Council's Temporary Accommodation to improve the quality and ensure a reduction in usage and cost of temporary accommodation for homeless households
 - Jointly developing the Council's Homelessness & Rough Sleeper strategy and Allocations Policy with the Head of Housing Strategy and Partnerships (both strategies are a requirement of the Structural Change Order relating to the new unitary council).
3. Manage the delivery of key strategic objectives to ensure that the required outputs are delivered in a timely manner, to the agreed costs and quality. This includes:
 - Driving up quality and reducing the use and cost of temporary accommodation through the development & implementation of a Temporary Accommodation strategy.
 - Delivery of homelessness and rough sleeping strategy.
 - Single Homelessness & rough sleeper outreach and resettlement service.
 - Ending rough sleeping plan.
 - Maintaining a positive relationship and reputation with DLUHC and government specialist advisers.
 - Pro-active management of key statutory and voluntary sector partners and stakeholders in relation to homelessness, in particular vulnerable single homelessness.
4. Manage designated budgets and achieve financial and other resource targets. Ensure that appropriate and effective budgetary controls and procedures are in place and adhered to. Identify

individual capital and revenue projects/schemes, commission or bid for external/internal grants or resources to support the delivery of the housing solutions service.

5. Advise directors, cabinet members and other stakeholders across the council on changes to legislation, initiatives, and funding opportunities to ensure they are considered in our local strategic and operational response to housing issues, compliance is achieved and that housing resources in the statutory, voluntary, and private sectors are fully utilised to anticipate and meet local needs.
6. Develop close relationships with key internal and external stakeholders to ensure the Council is able to influence and promote opportunities which will help prevent and reduce homelessness including attracting government funding, increasing access to private rented housing for households on lower incomes and securing internal and external investment in improved/enhanced homelessness services. Represent the Council and advocate in the best interests of it and the area's residents with central government, regional bodies, and local organisations.
7. Provide strong leadership, management and be a positive role model (in terms of culture and behaviours) within the service area including with team members, internal colleagues, the Council's ALMO, external statutory stakeholders and voluntary and community sector partners.
8. Ensure that the council meets its statutory obligations under the Housing Act 1996, Homelessness Act 2002, Homelessness (Priority Need for Accommodation) (England) order 2002, and Homelessness Reduction Act 2017 and other relevant legislation.
9. Work with Transformation and HR to implement and embed new ways of working and support wider transformation and cultural change across the organisation. Actively promote and represent the interests of the Council, and where appropriate, the service, at local, regional, and national level participating in relevant programmes, showcasing good practice and contributing to exchange networks.
10. Lead and manage the service, directing the work of staff to agreed objectives and participate in the recruitment, selection, training, deployment, discipline, performance, achievement, and development of staff in the team. Carry out any other duties within the overall function, commensurate with the grade and level of responsibility of the post.
11. 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.
12. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
13. 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 with different professional backgrounds to achieve goals.	E	A, I, P
Political sensitivity and a demonstrable ability to recognise, influence and manage the communications consequences of sensitive	E	A, I, P
Ability to develop coherent strategies and programmes of work, including those involving external partners.	E	A, I, P
Ability to prioritise work to meet multiple tight and conflicting deadlines and work independently, making full and effective use of delegation.	E	A, I, P
Excellent written and oral communication skills.	E	A, I, P
Clear understanding of the potential of IT to deliver better service outcomes, and good personal IT user skills including standard office software.	E	A, I, P
Ability to develop and maintain good working relationships with a wide range of customers, stakeholders and partners and develop a positive personal and organisational profile and build relationships to a very high level.	E	A, I, P
Proactive and innovative approach to problem solving and decision making.	E	A, I, P
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	E	A, T, P
Ability to demonstrate awareness and understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	E	A, I, P
Ability to work in a way that promotes the safety and wellbeing of children, young people and vulnerable adults.	E	A, I, P

Knowledge:	Essential / Desirable	Measured by
Deep knowledge and understanding of legislation, policy, procedures, and practices in respect of homelessness, housing options and allocations issues.	E	A, I, P
Extensive knowledge of local/regional/national policies in relation to housing solutions and homelessness.	E	A, I, P
Knowledge and understanding of the dynamics and complexities of the public sector and specifically the local government environment and its impact on service provision, staff, and relationships with key stakeholders.	E	A, I, P
Excellent business and service planning knowledge.	E	A, I, P
Strategic knowledge and understanding of the commissioning environment and contract management.	E	A, I, P

Evidence of continued professional development.	E	A, I, P
Detailed knowledge of recognised project management approaches and their uses in short-, medium- and long-term projects.	D	A, I, P

Relevant experience:	Essential / Desirable	Measured by
Extensive experience in running multiple services with demanding users and times of pressure, including crisis management.	E	A, I, P
Extensive track record of leadership and development of high performing teams.	E	A, I, P
Substantial experience of, and demonstrable achievement in, senior change leadership in a senior environment, overcoming resistance to change at all levels.	E	A, I, P
Track record of delivering complex change projects evidenced by the delivery of real service improvement, cost reductions and productivity improvements.	E	A, I, P
Excellent business and service planning experience, particularly in relation to delivering customer focussed services.	E	A, I, P
Experience of robustly managing and controlling large budgets, particularly those involving the strategic housing function.	E	A, I, P
Experience of using structured approaches to project and programme management for short, medium and long-term projects.	E	A, I, P
Significant experience of leading on partnership working and commissioning of services to meet housing needs.	E	A, I, P

Education, training and work qualifications:	Essential / Desirable	Measured by
Member or Fellow – Appropriate professional institute (CIH) or demonstrable alternative evidence of equivalent knowledge, experience, and ongoing professional development.	E	A, I, P, D
Honours degree or higher – Relevant Subject.	E	A, D
Evidence of continued professional, managerial, and personal development.	E	A, I, P

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:	Guildhall, Northampton
Job family band:	RT11	Worker type:	Part-Flexible
Salary range:	£59,913 - £65,810	Budget responsibility:	£5.5M approximately
People management responsibility:	Yes		

Working conditions & how we work:

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.

