

**WHERE  
CAREERS  
THRIVE**

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



**West  
Northamptonshire  
Council**

Job description and person specification

## **Housing Options Team Leader**

**Housing Solutions, Communities & 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 deliver a legally compliant, high-quality housing options service, managing a team of officers to deliver positive outcomes for customers. To assist in the management of the service to meet local and national priorities and targets.

## **Accountable to:**

This role is accountable to the Service Manager, responsible for the direct line management of Housing Options Officers, and other officers as appropriate. The role sits within the Housing Solutions Services, part of the Communities & Opportunities Directorate in West Northamptonshire Council.

## **Responsibilities:**

1. Manage, motivate, and develop a team of officers to ensure the delivery of a high-quality housing options service which is compliant with Part 6 and Part 7 of the Housing Act 1996 (as amended), relevant guidance and caselaw, and which meets service and directorate targets and priorities, and published allocations schemes.
2. Maintain professional competence, keeping abreast of relevant legislative changes, caselaw, guidance and good practice; and using this knowledge to provide support and guidance to officers to achieve positive outcomes.
3. Represent the service on a variety of forums, working parties and multi-agency panels to strengthen joint working, address service gaps, develop new ways of working and improve outcomes for customers.
4. To provide regular meetings with officers to discuss caseloads, set clear targets and expectations and to support officers to deliver a high-quality service. To address staffing issues, including performance concerns, promptly and in accordance with Council policies and procedures.
5. To actively contribute to the functioning of the service's management team, conducting team and service meetings, providing training, and delegating for the service head and colleagues as required. To contribute to performance monitoring and the analysis of service data, ensuring accurate recording of information, prompt correction of errors, and compliance with internal and external data regulations.
6. To authorise expenditure to prevent or relieve homelessness according to service policies and procedures; to authorise the provision of interim and temporary accommodation when an accommodation duty is owed.
7. To conduct reviews of decisions requested under Section 202 of the Housing Act 1996, ensuring relevant guidance is followed and training needs are addressed where identified. To respond to complaints, member and MP enquiries, and appeals related to the housing allocations scheme.
8. 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.
9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

10. 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
Ability to motivate and support a team, manage conflict, and address performance, sickness absence and other staffing issues.	E	A/I
Ability to interpret and explain complex legislation and guidance, to a variety of audiences, and to make clear, consistent decisions.	E	A/I
Ability to analyse, manage and interpret information and data to improve service effectiveness, efficiency, and quality.	E	A/I
Effective problem-solver with an organised and imaginative approach to work and the ability to develop productive professional relationships.	E	A/I
Ability to work well under pressure, prioritise work, and meet deadlines.	E	A/I
Ability to work in a methodical manner, manage time, maintain accurate records, and respond promptly to enquiries.	E	A/I
Excellent written and verbal communication, and use of English.	E	A/I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	E	A/T/I

Knowledge:	Essential / Desirable	Measured by
In-depth knowledge of Part VI and Part VII of the Housing Act 1996 (as amended), related codes of guidance, key caselaw; landlord and tenant law; and grounds for possession for rented and mortgaged property.	E	A/I
Strong understanding of equality and diversity and the Council's responsibilities under the Public Sector Equality Duty.	E	A/I
Understanding of homelessness, social housing and the wider social and political environment housing services operate within.	E	A/I
Strong understanding of the requirements of data protection legislation and the importance of accurate data entry.	E	A/I

Relevant experience:	Essential / Desirable	Measured by
Experience of developing and sustaining effective working relationships and working successfully in partnership with internal and external organisations and agencies.	E	A/I
Experience of working in a public-facing service.	D	A
Experience of working in a social housing or housing advice setting.	D	A
Experience of supervising staff and managing performance.	D	A

Education, training, and work qualifications:	Essential / Desirable	Measured by
Educated to degree level.	D	A
Current driving licence and access to a vehicle insured for business purposes.	D	A
Housing-related qualification.	D	A

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:

<b>Hours:</b>	37	<b>Primary work base:</b>	The Guildhall, Northampton
<b>Job family band:</b>	RT08	<b>Worker type:</b>	Part-flexible
<b>Salary range:</b>	£40,316-£43,675	<b>Budget responsibility:</b>	None
<b>People management responsibility:</b>	Team of Housing Options officers		

### Working conditions & how we work:

For example: 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 worker 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.

<b>T</b>	Trust	We are honest, fair, transparent, and accountable. We can be trusted to do what we say we will.
<b>H</b>	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b>	Respect	we respect each other and our customers in a diverse, professional, and supportive environment.
<b>I</b>	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b>	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b>	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.

