

Job Description and Person Specification

Job details

Job title: Accommodation Services Team Leader

Grade: Band 7

Reports to: Accommodation Services Manager

Responsible for: Senior Temporary Accommodation Officer, Senior Tenancy Support Worker, Transitions Co-ordinator

Directorate and Service area: Adults, Health Partnerships and Housing

Purpose of the job

To develop, update and implement clear and effective arrangements for the management of temporary accommodation, and the Council's accommodation projects, to ensure that the Council meets its statutory obligations, and provides a high-quality customer-centred housing management and support services.

Assisted by the Senior Officers, manage, motivate and lead team members to deliver the temporary accommodation, accommodation projects and tenancy support functions within the Accommodation Service, achieving service excellence and positive results.

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

Principal responsibilities

1. Lead the operational delivery of the temporary accommodation and tenancy support functions, and the Council's accommodation projects, ensuring services are high quality, customer focussed and comply with statutory requirements and the Council's policies and procedures.
2. Ensure that all accommodation is well managed, of high quality and meets the relevant legislative and regulatory standards, and that residents of the accommodation projects and temporary accommodation are appropriately supported to promote placement sustainment and prevent repeat homelessness and rough sleeping.
3. Ensure that temporary accommodation is allocated in a manner that is equitable, in line with the Council's policies and procedures, make the most efficient and effective use of resources and helps to minimise the cost of use of temporary accommodation.
4. Work proactively and collaboratively with internal teams and other services and organisations to improve service delivery, agree new and more innovative ways of working, ensure that vulnerable people are supported and empowered, and work together to address complex cases and safeguarding concerns. This will include developing and maintaining protocols, partnership agreements, and data-sharing agreements with key partners, and representing the Council in attending or chairing relevant multi agency meetings.
5. Responsible for the line management, supervision and performance of the Senior Officers, providing them with advice, guidance, support, and training to enable them to deliver effective and outcome focussed functions within the Accommodation Service.
6. Manage, motivate, and lead team members working across the Accommodation Service to achieve service delivery and positive results. Monitor individual and team performance against key

performance indicators (KPIs), including production of performance reports, provision of support and/or addressing performance issues where appropriate.

7. Ensure accurate collection, analysis, and submission of internal and external data returns, including statutory returns and performance monitoring data, preparing reports for senior management and partner agencies as required.
8. Support the management of service budgets, including keeping robust records of relative expenditure, monitoring expenditure and maximising opportunities for income collection. Ensure payments related to the service are processed accurately and efficiently.
9. Support the Accommodation Services Manager to develop, coordinate and deliver the Council's Temporary Accommodation Cost and Use Reduction plan.
10. Contribute positively to the development policies, procedures and strategies, identifying opportunities for service improvement, innovation, and best practices. Support the implementation of the Council's Homelessness and Rough Sleeping Strategy and associated action plan, and items within the Housing Solutions Service Plan to enhance service outcomes and efficiency.

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

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Hold a relevant qualification (e.g. HND/NVQ Level 4) or show an equivalent capability.	Professional qualification in housing, social care, or a related field. Evidence of continued professional development in housing, management, or related areas.
Experience and Knowledge	Substantial and demonstrable experience at a team leader level (or similar) within a local authority, housing association or voluntary organisation Proven experience in managing and supporting housing related services Extensive knowledge of the Housing Act 1996 (as amended) and related legislation and caselaw. Experience of attending and participating in multidisciplinary case conferences. Experience of managing, mentoring and supporting teams to deliver high-quality services.	Experience in partnership working with statutory, voluntary, and private sector organisations. Experience of working with and advocating for vulnerable adults, and knowledge of relevant safeguarding procedures relating to adults and children Experience and knowledge of delivering temporary accommodation, housing management and tenancy support services
Ability and Skills	Spoken and written English fluency Strong leadership and management skills, with the ability to motivate and develop staff. Ability to form and develop professional and effective working relationships with colleagues, partners and service users and work effectively and enthusiastically as part of a team Excellent numerical skills and ability to use spreadsheets and	



Attributes	Essential criteria	Desirable criteria
	systems to monitor expenditure and income collection Good analytical skills and ability to produce and interpret statistical information Excellent written and verbal communication skills A skilled problem-solver and negotiator with an organised and imaginative approach to work and the ability to manage difficult and sensitive situations Ability to work well under pressure, on own initiative, and manage and prioritise own workload and team members when needed Effectively work with others to achieve a positive outcome by being proactive and solution focused IT and keyboard skills, including the ability to use Microsoft Office and maintain accurate records and case files	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	Willingness to work outside normal office hours where necessary Full driving licence and access to a vehicle for work The post holder will be expected to take part in the Housing Service out of hours on call duty rota to support the	



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Attributes	Essential criteria	Desirable criteria
	Council's contact, emergency and response activities This post is subject to a DBS check This post is office based	