

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Accommodation Supply & Resettlement Service Manager	Grade:	SGM 1
Reports to (Designation):	Head of Housing Needs & Refugee Services	Grade:	SMG3
Directorate:	Housing Regeneration and Public Realm	Section:	Housing Services

Main Purpose of the job:

To effectively lead, develop, organise and control the Accommodation function for households in housing need for the Council (Temporary Accommodation & access to the private rented sector); managing supply of temporary accommodation & PRS, allocation of accommodation, housing management of temporary accommodation, move on and resettlement functions on behalf of the Housing Needs Service.

To ensure that all accommodation used to place homeless households are fully compliant and in good condition and that households receive the support they need.

To effectively lead a first class finance service for the Housing Needs Department ensuring all provider payments and invoices are paid in a timely manner and there are **robust** processes, controls and oversight.

Proactively develop and lead on the council's action plan to reduce the number of households in temporary accommodation and assist the Head of Housing Needs and Refugee Services to manage the budgets in relation to temporary accommodation and ensure a high quality service is managed within budgets allocated.

To act as an ambassador for the Council's policies relating to the function of Temporary Accommodation, Health & Safety and providing advice relating to relevant senior managers, Executive Directors and members as required.

To plan the strategic direction for the services on the basis of analysis of service trends, emerging guidance and relevant targets to ensure strategic priorities are met.

Manage the resettlement function on behalf of the service and build and maintain positive and effective relationships with key referrers and stakeholders. Utilise community based resources to reduce social isolation and provide support to customers to effectively sustain their tenancies.

To act as the lead for any contracts which are outsourced relating to the provisions of temporary accommodation e.g. rent collection and ensuring that all properties are serviced, let and managed in line with agreed performance standards.

To be a proactive and constructive member of the management team, covering the duties of other Managers in the section as required.

MANAGEMENT ROLES & EXPECTATIONS

As a Lewisham Service Manager you will:

Be responsible for professional advice and support in service area to deliver in partnership with others the councils vision, values and ways of working.

Take overall responsibility for the planning and management of services, ensuring community and customer needs are identified and met.

Ensure the delivery of identified service objectives and continuous improvement of service targets.

Achieve results through the effective management and development of people.

Ensure the effective deployment of financial resources and compliance with statutory professional and organisational frameworks.

Personal Duties

1. Lead, direct, and be accountable for the performance of all staff within the Accommodation Supply and Resettlement Service , ensuring robust arrangements are in place and are followed to recruit, induct, manage, appraise and develop staff in order to maximise the effectiveness, efficiency and customer focus of Housing Needs Services.
2. To manage the service in a way that achieves strong performance and continuous improvement in the following broad areas (the list below is not exhaustive):
 - Reducing the number of households in temporary accommodation;
 - Increase the procurement of Private rented properties to meet demand.
 - Reducing the budgets in relation to temporary accommodation;
 - Delivering procurement and TA initiatives and projects in borough or London wide/national like “Setting the Standard” and Capital Letters
 - Ensuring the Local Authority achieves value for money on any Service Level agreement/ contract relating to the provision of temporary accommodation
 - Maintaining accommodation independently by providing sustainment and resettlement support;
 - Minimising avoidable or inappropriate use of long term statutory support services;
 - Ensure customer satisfaction through maintaining the quality of the temporary accommodation stock;
 - Clienting temporary accommodation services for homeless households managed by Lewisham Homes and all associated risks including hostels and PSL accommodation
 - Develop and delivering the procurement strategy
3. Provide and apply expert professional advice, interpretation, information, support and challenge to Lewisham Council and external parties on the full range of operational, legislative and strategic issues within the field of temporary accommodation and the housing needs legal framework.
4. To plan and successfully deliver projects and creative initiatives and strategies to increase access to high standard and cost-effective temporary accommodation.

5. To deliver an effective and challenging contract monitoring role of any functions associated with temporary accommodation and supply of Private rented properties i.e Housing Management, rent collection, procurement of properties (this is not an exhaustive list.)
6. To ensure policies and processes maximise income collection, minimise arrears and support residents where needed.
7. Develop opportunities for income generation by providing mixed tenure services to other organisations.
8. To lead and develop innovative landlord incentive packages to increase supply of private rented properties.
9. To ensure that effective financial monitoring and sign off arrangements are in place and that payments are made in line with agreed processes and in a timely way.
10. To ensure that all Members Enquiries and complaints are dealt with in agreed timescales and in a resolution focused manner, avoiding escalation wherever possible and implement any learning across the service to improve quality and introduce any additional control measures to increase performance.
11. To use customer insights, feedback, customer experience and satisfaction information to enhance and promote services effectively and ensure that customers are engaged and informed about the team's services.
12. Manage customer expectations of the service and lead the delivery of the Accommodation Supply & resettlement services to meet them.
13. To be responsible for full compliance with all the requirements of property standards and management in relation to temporary accommodation and procurement of any private rented properties.
14. To create and develop close links and work collaboratively with a wide range of key partners, stakeholders, internally and externally securing the best outcomes for residents and Lewisham Council and working on joint ventures and initiatives.
15. Ensure there are robust processes for occupancy checks in temporary accommodation, home visits, and outreach sessions to raise awareness with residents and professionals as a housing management function.
16. Ensure that staff work proactively to find an appropriate housing solution to bring the council's 'relief' and 'full housing' duty to an end; ensuring available accommodation is allocated based on need and all offers of accommodation are suitable.
17. To manage the team effectively, carrying out regular 1-2-1 meetings and supporting staff with solutions on case work, carrying out performance appraisals, identifying training and development needs and promptly addressing sickness and performance issues in order to maximise staff potential and motivation.
18. To be accountable for the effective management and utilisation of allocated budgets, to ensure that it is deployed to best effect, provides value for money, and is well monitored and controlled, maintaining sound business and financial planning.

19. In liaison with the Head of Housing Needs & Refugee Services to set challenging targets and objectives for the team; undertake regular monitoring to ensure they are achieved and take appropriate action to improve performance or deal with any performance issues
20. To represent the service positively and professionally at all levels, and delivering excellent, person-centered customer services using feedback to effect improvements.
21. To meet all performance targets set, collate and prepare regular performance information to illustrate outputs are attained and actions taken.
22. To develop and maintain systems, making efficient and effective use of ICT to ensure the appropriate management information is provided and made accessible to Senior Management and submitting periodic performance returns as required. To adhere to General Data protection requirements at all times when collecting, recording and handling personal data.
23. To demonstrate the Council's values and behaviors and ensure you treat colleagues, managers, residents, stakeholders and partners in a respectful manner.
24. To work flexible/extended hours including evening and weekend working as required.

Internal Contacts: These will include Elected Members, the Housing Benefit Service, Council Tax Service, Social Care, Education Department and Crime Reduction Service.

External Contacts: This will include the DWP, MHCLG, CAB, Health Services, Landlord, Registered providers and all voluntary agencies associated with homelessness and welfare or financial advice

To carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.

Assist in carrying out the Council's environmental policy within the day to day activities of the post.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of staff within the Accommodation Supply and Resettlement Service for which there is direct and indirect management responsibilities: - up to 50 staff

Number of fully managed staff: 6

Title:	Grade:	No of Posts:
Accommodation Supply Manager	PO5	1

Accommodation Assessment & Lettings Team Leader	PO3	1
Tenancy Management & Resettlement Team Leader	PO3	1
H&S Compliance Officer	PO5	2
Accommodation Accounts and Payments Team Leader	PO2	1

Number of partially managed staff: 27 members of staff

Title:	Grade	No of posts
Accommodation Accounts and Payments Officer	SC6	x5
Accommodation Assessment and Lettings Officer	SO2	x5
Tenancy Management and Resettlement Officer	SO2	x7
Employment Advisor	SO1	x1
Trainee Business Associate	Apprentice	x1
Technical Surveyor	PO2	x1
Senior property negotiator	PO3	x1
Property Negotiator	PO2	x4
Capital letters property negotiators (contract)	PO2	x2

PERSON SPECIFICATION

JOB TITLE: Accommodation Supply and Resettlement Manager POST NO:

DEPARTMENT: Housing Regeneration and Public Realm GRADE: SMG 1

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

CATEGORY	ESSENTIAL REQUIREMENTS 'S'
<p><u>Equal Opportunities</u> A good understanding and experience of implementing equality and diversity principles and the application of them in a work environment.</p> <p>Be able to recruit and manage employees and services in a way that values diversity and contributes to achieving the Council's equalities, diversity and inclusion objectives</p>	<p>S</p> <p>S</p>
<p><u>Knowledge & Experience</u></p> <p>A successful track record of establishing a strong performance culture through effective performance measures, that has led to improved outcomes for service users.</p> <p>Experience of effectively managing and monitoring multi disciplinary teams in a similar environment</p> <p>Excellent understanding of the issues facing the management of a public sector organisation</p> <p>Good knowledge of major professional, legislative and policy issues facing the provision of services within the Division, particularly homelessness</p> <p>Experience of formulating, leading and implementing housing strategies and programmes and related strategies and programmes that cross service or professional boundaries</p> <p>Experience in successful planning, managing and controlling complex workloads.</p>	<p>S</p> <p>S</p> <p>S</p> <p>S</p> <p>S</p> <p>S</p>

Experience of developing and managing customer driven services dealing effectively with vulnerable households	S
Proven track record of accountability for significant budgets and ensuring delivery of services within agreed resources including control, implementation and monitoring compliance.	S
Sound understanding of the political interface in a local authority and the role and needs of elected members	S
Extensive and comprehensive knowledge and understanding of the national policy context affecting Housing Needs and Social Housing requirement and future direction of relevant service areas and able to demonstrate successful operation delivery in a Housing Service.	S
Proven track record of reducing spend on legal challenges in a similar service as a result of implementing robust and effective control measures.	S
Excellent knowledge of the Housing Act 1996 as amended by the Homelessness Reduction Act and all related legislation	S
Proven experience of designing and implementing robust and efficient business processes that have delivered tangibly improved services and dramatically improved efficiency.	S
Senior management experience, including translating organisational drivers into Service objectives, longer term plans, new ways of working and specific outcomes, for a portfolio of services in a large public sector organisation (preferably local government)	S
Skills, Abilities and Behaviours	
Ability to lead, coach, inspire and empower others.	
Ability to achieve major cultural and organisational change through planning, motivation and negotiation.	S
Ability to build effective teams and relationships and achieve results through others.	S
Ability to act at senior management level to be involved in driving forward the direction and objectives of the Division in line with Council priorities	S
Able to understand complex policy issues and present them to a range of groups including staff, external partners, stakeholders and elected Members	
Ability to establish positive relationships with elected Members that generate mutual confidence and respect.	S

<p>Ability to negotiate effective working partnerships with other internal departments and external agencies in the public, private and voluntary sectors.</p> <p>Ability to anticipate and identify the need for new policies and systems, and to develop and implement them</p> <p>Have highly developed communication skills - oral, written and presentational.</p> <p>Able to work as part of a management team contributing to the organisations overall objectives</p>	<p>S</p> <p>S</p>
<p>Personal Qualities</p> <p>A strong and highly motivated leader and team player with energy and credibility who commands the confidence of Members, senior managers, staff, business partners and stakeholders.</p> <p>Personal authority and stature to lead by example, achieve successful outcomes and able to act firmly and decisively both corporately and collaboratively.</p> <p>Lateral thinking to bring forward relevant and deliverable outcomes.</p> <p>A strong commitment to probity, honesty and openness, treating people consistently, fairly and with respect.</p> <p>Evidence of commitment to continued professional development.</p> <p>Good ability to use information technology</p>	<p>S</p>
<p><u>Qualifications</u></p> <p>Degree level or substantial relevant experience as a Senior Manager in Housing services</p> <p>Evidence of relevant continuing professional development-</p>	<p>S</p> <p>S</p>
<p><u>Physical</u></p> <p>If you are disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.</p>	

DBS Disclosure Required? **No** **Basic** **Enhanced**

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post

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