

## LONDON BOROUGH OF LEWISHAM

### JOB DESCRIPTION

<b>Designation:</b>	Accommodation Supply Manager	Grade:	PO5
Reports to (Designation):	Accommodation Supply and Resettlement Manager	Grade:	SMG1
Directorate:	Housing, Regeneration & Public Realm	Division:	Housing Services

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#### Main Purpose of the job:

To develop the strength and depth of the procurement team to meet the procurement needs of Lewisham Council so they work independently and with flair and initiative so they can maximise all opportunities that are available in the market to meet the challenging business targets, and personally develop positive business relationships with large developers and providers to deliver properties in volume.

To be responsible for developing new products and rolling out existing products in new locations that best meets market conditions, customer expectations and minimises the financial burden of temporary accommodation on the Council's General Fund;

To minimise complaints, maintain a robust relationship with the providers and to meet all audit and standing order requirements;

To lead and manage a multi-disciplinary team of staff and play an active role in the overall management of the Housing Services Division and the achievement of its business objectives.

Develop strong and well-functioning relationships with the Housing Needs team to ensure that procurement meets the needs of the business and its clients and to minimise the risks to the General Fund.

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#### 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 council's 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.

## **Summary of Responsibilities and Personal Duties:**

1. Be responsible for the effective management of all staff within the Accommodation Supply team including interviewing and selecting quality staff; effectively managing, supervising and developing all staff through regular 121s and annual PES plans; tackling poor performance; setting clear individual and team targets and ensure they are implemented; motivating the team and monitoring and reporting to ensure the delivery of a high-quality, efficient and effective finance and procurement services.
2. To develop the strength and depth of the team so they can maximise all opportunities that are available to the Council and meet challenging targets, and personally develop positive business relationships with large developers and providers to deliver properties in volume.
3. Monitor spending in the team, and report timely and accurate information to the Service Group Manager to ensure accurate projections of spend and early identification of budgetary risk, ensuring that staff operate within the Council's financial regulations and standing orders and provide a commercially focused, value for money service.
4. Complete health and safety risk assessments, including lone working assessments, on all work activities as required, ensure identified control measures are put in place and review the risk assessments on a regular basis.
5. Complete regular service improvement activity including regular quality audits of officer casework and use the information to manage performance and identify and adjust policy and procedure as a result of emerging issues.
6. Responsible for acquiring properties in and outside of the boroughs, assessing physical conditions and verifying various issues relevant to the suitability of such properties for the Councils' housing purposes. Negotiates the terms on which the Council will procure properties including the payment of incentives.
7. Lead a procurement team to ensure targets are exceeded, through effective team development and management. To develop team action plans and carry out regular supervision meetings.
8. To carry out inspections of properties in and outside of the borough offered to the Council for use, ensuring that all necessary health and safety checks and records are undertaken confirmed and provided. Provide guidance and advice to landlords on the standards of properties and management required.
9. Lead on the promotion of the homelessness prevention and options schemes that involve offers of private sector accommodation. Responsible for the publicity and promotion of the scheme via social media, internet, landlord packs, and holding landlord forums etc
10. To ensure landlords are kept updated on good practice and relevant legislative changes around private sector lettings by arranging regular landlord forums in Lewisham. Provide training and support on the rights and responsibilities for being a landlord including the importance of safeguarding both vulnerable children and adults.
11. To be responsible for the delivery and reporting of the annual procurement plan and pipeline for the full range of clients (homeless, homelessness prevention, No Recourse to Public Funds (NRTPFs); Adult Social Care (ASC) and Children & Young People (CYP) clients etc) to meet business, financial and quality targets, minimising handbacks and delivering agreed renewals targets and meeting client expectations.

12. Work with a range of organisations such as Capital Letters or individuals including agents, providers, the empty homes officer, other Boroughs etc on new initiatives or standard products to deliver properties for use for homeless or prevention or other Councils PRS needs.
13. To be responsible for setting and maintaining clear property standards for all temporary accommodation and for promoting these standards more widely to all private sector landlords and to Lewisham Homes managing temporary accommodation on behalf of the Council.
14. Sign off the landlord checks necessary to ensure that landlords who sign up to the private sector housing initiatives are fit and proper landlords in line with Council procedures and standing orders before agreeing to the finalisation of the lease.
15. Proactively market the various private sector initiatives to as wide as range of landlords and lettings agents as possible, ensuring that all available tools and methods of communication are used so that staff can meet individual and team procurement targets.
16. Oversee the identification, development and implementation of a range of new initiatives to increase the supply of private sector properties for households in housing need, working with private sector landlords, the Property Standards team, Inclusive Regeneration and Housing Benefit as required, and keeping abreast of new initiatives and good practice.
17. Working with the management team play a key role in the clienting of Lewisham Homes as they manage and maintain temporary accommodation hostels and private sector leased accommodation. Work with the ALMO on strengthening the relationship specifically on procurement, acquisitions and both day2day and capital maintenance.
18. Be responsible for the overall monitoring and management of all contracts for all forms of temporary accommodation to ensure they are providing value for money and that providers are meeting contract requirements.
19. Monitor compliance with the terms of the lease between LBL and private landlords for all PSL accommodation, ensuring the cost of handbacks are minimised.
20. Be responsible for all contract management activity relating to the HALS contract.
21. Working with the Corporate Procurement Team, ensure that all Contracts with Suppliers and all commissioning/contracting activity complies with the Council's rules and regulations
22. Working through Lewisham Homes (LH) act as a strong and knowledgeable client to ensure that any day2day maintenance and capital investment in hostels and PSLs meets business requirements; is vfm; conforms to all H&S and fire standards; meets the needs of the customers; leads on landlord repairs and maintains effective relationships with landlords for future business and is effectively monitored and reported on within the Council as required.
23. Agree capital programmes and spend with LH for all hostels
24. Develop and maintain a clear set of team policies, procedures and customer information that ensures the service is compliant with the law, council policy and best practice.
25. As a member of the Housing Needs management team, take responsibility for the development of annual service plans and team work plans, and to contribute to the development of divisional plans, the Council's Housing Strategy, Homeless Prevention Strategy and Youth Homeless Strategy.
26. Ensure comprehensive replies to customer complaints and enquiries from members and MPs, ensuring that responses are prepared on target and to a high standard. Draft management and member briefings as required.

27. Be responsible for developing and updating all monitoring, data reporting and IT systems, ensuring the accurate and timely reporting of performance and all other management information, including ensuring officer compliance with recording standards.
28. Attend and participate in Mayor & Cabinet meetings, member briefings, working parties, directorate and inter-agency meetings as required.
29. To deputise for the Accommodation Supply & Resettlement Manager as required.
30. Carry out the duties of the post with due regard to the Council's Equal Opportunities and Data Protection policies and core values.
31. Have full regard to health and safety, particularly in dealing with contentious home visits where disputes have arisen.
32. Assist in carrying out the Council's environmental policy within the day to day activities of the post.
33. Undertake any other duties commensurate with the post, including administrative duties.
34. To adhere to policies and procedures relating to the Safeguarding of Children, Young People and Vulnerable Adults.

Internal Contacts: These include officers from across the Housing Services Division, officers from across the Council eg Housing Benefits, Strategic Development, Childrens Young People Directorate, Corporate Procurement Team

External Contacts: This will include Lewisham Homes and other Registered Providers, Landlords, Landlord Agents, Capital Letters

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

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

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 fully managed staff:

Title:	Grade:	No of posts:
Senior Property Negotiator	PO3	1
Property Negotiators	PO2	up to 6
Technical Surveyor	PO2	1

Number of partially managed staff:

Title:	Grade	No of posts
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## PERSON SPECIFICATION

**JOB TITLE:** Accommodation Supply Manager **POST NO:**

**DEPARTMENT:** Housing, Regeneration & Public Realm **GRADE:** PO 5

### 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.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

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.

### **Equality & Diversity**

Awareness of and a commitment to Equality of Access and Opportunity in a diverse community	<b>S</b>
Understanding of how equality and diversity relates to this post	<b>S</b>

### **Knowledge**

Excellent knowledge of private rented sector, current best practice and the best ways of delivering services to private landlords that get results.	<b>S</b>
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Excellent understanding of the issues facing the management of a public sector organisation, importantly the Government's broad agenda for private sector housing.	<b>S</b>
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Excellent knowledge of budgetary controls, financial regulations, contract management and standing orders.	<b>S</b>
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Excellent knowledge of housing options and homelessness prevention techniques and the opportunities available to people in housing need.	
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A thorough understanding of effective financial management and the identification of financial risk associated with service delivery.	<b>S</b>
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Excellent knowledge of landlord and tenant legislation.	<b>S</b>
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Excellent knowledge of building, repairs & maintenance issues and relevant legislation.	<b>S</b>
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Excellent knowledge of the Housing Act 1996 as amended by the Homelessness Reduction Act and all related legislation e.g. Suitability	<b>S</b>
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## **Aptitude**

Ability to solve complex problems

Ability to communicate complicated concepts clearly, concisely, sensitively and compassionately

Ability to use high levels of discretion to make decisions

Ability to work well collaboratively as part of a team

Ability to think strategically

Ability to deliver set goals and objectives

Impeccable aptitude for working creatively and acting on own initiative.

Aptitude for utilising new technology to help develop the service.

## **Skills**

**(Skills can only be used as shortlisting criteria if the skill is to be tested)**

**(To Be Tested – S)**

Advanced communication skills, both written and verbal, including the ability to present complex policy information to a range of stakeholders, including partners and customers and to deliver briefing and training.

Excellent ability to understand and apply relevant legislation and case law and provide advice and interpretation to others.

Highly developed networking and relationship management skills at a senior level

Excellent relationship management skills to build strong working partnerships.

Excellent ability to identify business risks at an early stage within the management and maintenance process, alerting appropriate managers and developing possible solutions.

Excellent ability to maintain databases and work effectively with IT systems.

Excellent ability to meet performance targets and deliver positive outcomes.

Excellent organisational and time management skills, including the ability to plan and manage own work and that of others and respond to changing priorities within a pressurised environment.

Excellent ability to take a proactive role in reviewing and developing working practices in order to continually improve service delivery.

Commitment to the promotion of a homeless prevention approach.

## **Experience**

Experience of carrying out effective staff supervision of a diverse team and different grades. **S**

Substantial experience of working with the private rented sector at a high level developing new products and contacts to deliver TA at volume and have positive impacts on the Councils General Fund. **S**

Substantial experience of working within the financial framework set by the private market **S**

Substantial experience of working in the private market – maximising opportunities that would put Lewisham ahead of the curve in the TA market; **S**

Substantial experience of leading, managing, directing and motivating individuals and groups at all levels to provide high quality work and to achieve performance targets. **S**

Substantial experience of setting and achieving targets and developing services and systems to meet departmental performance objectives. **S**

Substantial experience of working in a target driven culture. **S**

Substantial experience of managing, setting and reviewing budgets, operating within parameters set by financial regulations and standing orders and undertaking statistical monitoring. **S**

Substantial experience of managing a multi-disciplinary team, dealing with diverse services and providing a front-line service to the public. **S**

Substantial experience of prioritising competing demands in a pressurised environment, recognizing service priorities and manage a high workload within agreed targets.

Substantial experience of managing contracts with external providers and implementing effective partnership working.

Experience of using various IT packages including Microsoft Word and Excel, and experience of updating quality and management information systems.

## **General Education**

An excellent standard of education, including extremely high levels of numeracy and literacy

## **Personal Qualities**

Hard worker who will devote the time needed to deliver the results we need

Commitment and ability to be target driven and performance focused in a competitive and commercial environment.

Commitment to providing a high quality customer focused service and ensure the delivery of this by the team.

Ability to be both proactive and responsive and willing to go the “extra mile” and ensure the team deliver services in line with this approach.

Able to set and maintain the highest standards in professional relationships and behaviour with young people, customers, colleagues and other professionals.

Commitment to high levels of attendance and punctuality.

Willingness to undertake training as required.

### **Circumstances**

Flexible approach to working hours, able to attend meetings outside normal office hours (including evenings) and to work reasonable additional hours as required.

**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

Ability to travel to venues throughout inside and outside the borough for the purpose of carrying out the functions of this post.