

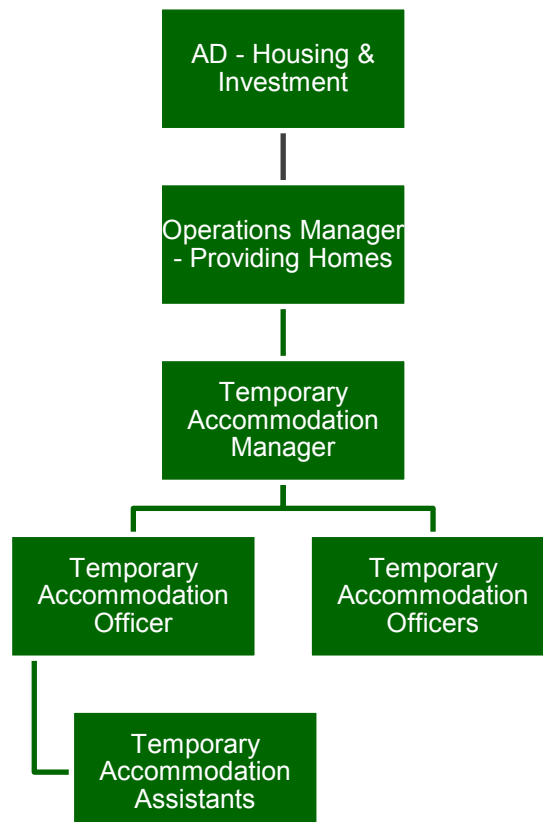
Job Description

Post Title	Temporary Accommodation Manager
Post Number:	007099
Business Unit	Housing and Investment
Business Unit team	Housing – Providing Homes
Accountable To (<i>Line Manager</i>):	Operations Manager – Providing Homes
Responsible For (<i>Direct Reports Post Title</i>):	Senior Temporary Accommodation Officer Temporary Accommodation Officers

Job purpose

The post holder will lead and manage the Temporary Accommodation team, to ensure that homes available in either section are used to their maximum potential, this includes the management of the Temporary Accommodation units whilst potential applicants are in occupation. The post holder will deliver the objectives set out in the service plan, including efficient and effective use of resources, managing health and safety, priority setting and compliance with Council policy and Standing Orders.

Organisational position



Key tasks, duties, responsibilities and accountabilities of the post

- Proactively and positively contribute to successful delivery of the Council's Corporate Plan.
- Lead by example and develop, deliver and promote effective communications internally and externally.
- Ensure compliance with Council processes, policies and procedures including finance, performance, HR, governance, equality and diversity, health and safety, information management and data protection.
- Be prepared to undertake additional duties not included above that are appropriate to the job grade and qualifications, skill and experience as contained within the Person Specification, recognising that this Job Description will be kept under review and may be amended at the Council's discretion to ensure organisational needs are met.

Service Delivery

- To ensure the effective management of the Council Temporary Accommodation Stock, incorporating the day to day management of the Council's Emergency and Temporary Accommodation, ensuring that all properties are maintained to the lettable standard and all required building health and safety, security and risk assessments are carried out meeting statutory requirements and enforcing regulations.
- Seeking new opportunities in regards to the provision of Emergency and Temporary Accommodation in addition to being responsible for the conversion of general needs stock. This includes third party providers or the build/conversion of stock
- Ensuring sufficient provision in order to meet our Statutory responsibility accessing B+B where required.
- Reducing the Council's spending on temporary accommodation provision and exploring commercial opportunities to generate an income for the service.
- Manage a team of staff and completing all work including but not limited to; sickness and absence management, staff real conversations, performance management.
- Responsible for creating and implementing policies and procedures within Lettings and Temporary Accommodation teams and for the training of team members to ensure they are up to date with changes in legislation and compliant with our statutory responsibility.
- Minimising the reputational and financial risk to the organisation arising from Judicial Reviews
- To ensure the efficient and effective discharge of Council Policy and statutory duties in respect of managing TA and Lettings. To manage all projects relevant to the post holders remit to ensure the organisation can respond appropriately.
- Effectively liaise with both internal and external customers of the TA and Lettings Service to ensure a collaborative approach and service is provided. Including attendance of the weekly voids meeting as to keep informed and influence void property turnaround.
- To manage contracts and SLA's for Choice Base Lettings and other services utilised by the TA Service.

- Work with the Customer Scrutiny Panel and any other auditory body as required, to improve services within the remit of the TA team as well as prepare and deliver reports and presentations to other committee and corporate meetings.
- To undertake specific task or projects within the service area, managing them effectively to ensure that corporate objectives are achieved
- To delegate as appropriate written correspondence in relation to the area of responsibility in a clear sympathetic and timely manner. To embed the Council's Values and Behaviours to deliver a professional customer focused service to Housing Register applicants and tenants.
- To be responsible for the day to day management and monitoring of relevant budgets, to prepare accounts for certification and payment and to ensure all staff are aware of and comply with Financial Regulations and Standing Orders for all works undertaken, ensuring financial security requirements are adhered to.
- To be responsible to manage the Temporary Accommodation budgets in conjunction with the Operations Manager- Providing Homes. This includes setting and monitoring of the Temporary Accommodation budgets and ensuring effective spend of budgeted sums.
- Responsible for maximising income from Housing Benefit in regards to B&B expenditure
- To assume direct responsibility in respect of any more complex and/or sensitive issues which may arise within the remit of the TA team
- To work with stakeholders and customers in a fast paced and demanding service.
- To investigate, research and keep abreast of new legislation, regulations and operational techniques relating to the specialist area and to embed these within operational practise wherever relevant. To respond to government consultation on behalf of SBC.
- To participate as required within the appropriate professional organisations continuing professional development.
- Ensure services are delivered in a manner which is responsive to customer needs, putting in place mechanisms for gathering and acting upon customer feedback and insight.
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- Champion a culture of continuous improvement across the Council, ensuring effective performance monitoring and management arrangements are in place and providing timely intervention as necessary to sustain high standards of performance.
- Contribute to the achievement of financial security across the Council, including proactively identifying innovative/commercial opportunities that benefit the organisation, partners and/or customers.

Relationship Management

- Provide strong, effective leadership, including championing corporate activities and initiatives that cross service boundaries and implementing effective joined up approaches and solutions to meet the Council's vision and values.
- Through personal example, provide employees with positive leadership, guidance, direction and motivation that harness the strengths and talents of individuals and promotes achievement of our "one team" culture.
- Foster and maintain excellent working relationships with relevant partner organisations and pursue new ways to deliver services in collaboration with others which benefit the Council, partners and customers.
- Represent the Council externally as appropriate, acting as an ambassador and developing relationships to ensure a positive view of the Council and to influence agendas to meet organisational needs.

The role's key contacts and level of relationships with individuals, groups of people, agencies and external organisations

Including but limited to;

- Members of the public and occupants of accommodation
- Staff across Housing and Investment and wider Council
- Internal and external stakeholders
- Cllrs, members and MP's
- Local Authorities including Herts County Council and all departments within this such as Children's and Adults care

Governance, Corporate and other responsibilities

- Undertake any additional responsibilities as directed by the line manager commensurate with the level and grading for the role
- Adhere and ensure compliance to the Council's policies, rules and procedures including, Health and Safety, Equality & Diversity, information management including Data Protection, HR, all other legislative responsibilities, governance, financial and procedural rules.
- Ensure compliance to the organisation's Code of Conduct in the delivery and provision of services to staff and the community.
- Be prepared to undertake additional duties not included above that are appropriate to the job grade and qualifications, skill and experience as contained within the Person Specification, recognising that this Job Description will be kept under review and may be amended at the Council's discretion to ensure organisational needs are met.
- Proactively and positively contribute to successful delivery of the Council's Corporate Plan.
- Lead by example and develop, deliver and promote effective communications internally and externally.
- Adhere and ensure compliance to the Council's policies, rules and procedures including, Health and Safety, Equality & Diversity, information management including Data Protection, HR, all other legislative responsibilities, governance, financial and procedural rules.

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- Be prepared to undertake additional duties not included above that are appropriate to the job grade and qualifications, skill and experience as contained within the Person Specification, recognising that this Job Description will be kept under review and may be amended at the Council's discretion to ensure organisational needs are met.

Behaviours and competencies

- Stevenage Borough Council (SBC) is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff, volunteers and recruitment candidates to share this commitment. SBC shall take all reasonable steps to employ staff who are safe to work with children, young people and vulnerable adults. For posts identified with regular contact with these groups applicants will be required to undertake a Value Based Interview. The council supports the legislative requirements for employing and maintaining safer staff and the guidance specified by [Hertfordshire Safeguarding Adults Board](#).

Person Specification

	Required Skills and Competencies	Essential / Desirable	How to be Assessed Application (A) Test (T) Interview (I)
Knowledge, Skills and Abilities		Essential / Desirable	Application / Interview / Test
	Evidence of extensive knowledge of all aspects managing Temporary Accommodation in a customer focussed environment. This will include managing staff who are based in more than one location	Essential	Application/ Interview
	Ability to manage and prioritise own workload and those of others	Essential	Application/ Interview
	Ability to liaise at all levels with other teams within the service areas , Directorates and Council Members and work collaboratively to achieve a common outcome	Essential	Application/ Interview
	Ability to manage contracts, service level agreements and protocols as required	Essential	Application/ Interview
	Evidence of a solutions focussed approach to dealing with complex case management	Essential	Application/ Interview
	Ability to use IT systems to monitor and improve services including financial and performance indicators.	Essential	Application
	Knowledge of safeguarding Adults and Children	Essential	Application
	Evidence of excellent communication skills suitable for a variety of audiences	Essential	Application/ Interview
	Ability to analyse and interpret varied and complex information.	Essential	Application
	Theoretical and practical knowledge in Temporary Accommodation and Lettings	Essential	Application/ Interview
Experience	Experience of managing a Temporary Accommodation Service	Essential	Application/ Interview
	Experience of managing staff, incorporating performance management and setting service related objectives	Essential	Application/ Interview
	Evidence of budget setting and reporting	Essential	Application

	Required Skills and Competencies	Essential / Desirable	How to be Assessed Application (A) Test (T) Interview (I)
	Experience in implementing and managing change	Essential	Application/ Interview
	Degree in a relevant subject or equivalent professional experience.	Essential	Application/
	Experience of working with Northgate Housing System	Desirable	Application
	Experience of writing comprehensive reports	Essential	Application
Leadership Competencies	Developed training, developmental, leadership or motivational skills in relation to staff:	Essential	Application/ Interview
Any Other Attributes required for the role not mentioned above	Ability and willingness to travel to other locations as required for the role	Essential	Application
	Ability to deliver through high levels of work-related pressure, for example, from deadlines, interruptions or conflicting demands	Essential	Application/ Interview
	Willingness to undertake a DBS checks	Essential	Application
	Flexible attitude to working hours as evening and weekend may be required and have a clean driving licence	Essential	Application