

LONDON BOROUGH OF REDBRIDGE

ROLE DESCRIPTION AND PERSON SPECIFICATION

Role Title:	Temporary Accommodation Management Team Leader		
Directorate:	Place	Grade:	LBR 11
Department:	Housing	Hours/weeks:	36 hours/52.14 weeks
Function:	Housing Needs	Post number:	
Team:	TA Management team	Base/location:	Lynton House
Reports to:	Housing Supply Manager		
Responsible for:	Support and Resettlement Officers x2; Temporary Accommodation Officers x 3; Canterbury Resettlement Officer		

Role and Context	
Overall Role Purpose:	<p>Manage a team of officers responsible for</p> <ul style="list-style-type: none"> - providing contract management of private sector and housing association temporary accommodation providers - providing support and resettlement to households in temporary accommodation that ensures they manage their tenancies effectively and are able to thrive. <p>Contribute to the effective management of the overall Housing Supply section as part of the Housing Supply Management team.</p> <p>To ensure the council provides an effective, professional service which includes offering customers in housing need a full range of advice and interventions on their housing options in the private and public sector with the aim of ensuring a comprehensive service to prevent homelessness making full use of any available schemes and initiatives</p> <p>This is a specialist role that will be at the forefront of the services delivered to meet the objectives in the Homelessness Act 2017, particularly around developing new and innovative accommodation solutions to meet housing need.</p>
Role Context:	<p>This position is fundamental to the needs of the range of areas affecting vulnerable customers including those in temporary accommodation and who are being assisted into the private rented sector to prevent homelessness or discharge the housing duty.</p> <p>This is a specialist role that requires extensive knowledge of the law relating to procuring and managing temporary accommodation under part VII of the Housing Act 1996. It will be at the forefront of the</p>

	prevention of homelessness, and at the cutting edge following the introduction of the Homelessness Act 2017. In particular the new duties created by the legislation will apply additional pressure to develop a greater range of solutions and to do so at low cost.
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Key Accountabilities and Result Areas

1. Strategy and Planning	<p>Put policies and procedures in place to ensure the efficient running of the team.</p> <p>Work with the Housing Supply Manager on new temporary accommodation initiatives, through development and delivery.</p> <p>Contribute to the overall management of the Housing Supply teams and support the Housing Supply Manager as a key part of the management team</p> <p>Manage the team, providing an effective and efficient service to customer in the context of current legislation and Council policy</p> <p>Monitor the performance of the team and ensure delivery against key indicators high standards of decision making and customer care. Ensure the standards of accommodation procured and the standards of management meet highest expectations.</p> <p>Analyse performance data and provide regular management reports regarding operational performance against adam and other relevant systems. To ensure regular customer feedback is available.</p> <p>To assist in the preparation of the service plan, the Council's overall Housing and Homelessness strategies and to develop policies and procedures for the service.</p> <p>The post holder will be required to have comprehensive knowledge of all relevant housing legislation especially as it relates to housing advice and homelessness, other general housing legislation, welfare benefit expertise and knowledge of the adult and children social care environment and impact</p> <p>The post holder will be required to have specialist knowledge of the Housing Act 1996, the Homelessness Reduction Act 2017, the Children's Act, and the Care Act. Combined with specialist knowledge of the Welfare Reform Act.</p> <p>The post holder will be required to lead the ongoing development and design of the service and solutions for customers.</p>
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2. Operations and Support	<p>Put policies and procedures in place to provide an effective service for the area of operation</p> <p>Identifying training needs of the Temporary Accommodation Team and ensure where possible these are met.</p> <p>Ensure the team consider customers vulnerability under either the law on housing, the Care Act 2014, or the Children Act 1989 when carrying out assessments and making allocations</p> <p>To ensure officers effectively assess customers support needs and these are recorded and acted upon and referrals are made for resettlement support as required.</p> <p>Prepare effective response to Members Enquiries, Complaints, and Ombudsman Enquiries, Freedom of Information Requests as directed.</p> <p>Work closely with the Reviews and Service Improvement Manager and Suitability Officer to ensure there are suitability assessments for applicants for temporary, prevention or PRSO accommodation. Ensure supply profile matches needs to ensure statutory obligations can be met</p> <p>To ensure the team prioritise early intervention and identify opportunities to prevent homelessness that can be pursued, including via referral to Housing Solutions.</p>
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	<p>Ensure the team provide proactive and timely housing advice to customers to help them understand their rights and obligations.</p> <p><u>TA Support and resettlement</u></p> <p>To ensure the provision of a professional and effective support and resettlement process for those in temporary accommodation with internal referral mechanisms, processes and outcome targets that help customers to sustain their homes.</p> <p>To manage the estate based resettlement officer providing a housing management and support service on the Council's estate at Canterbury.</p> <p>To ensure full and accurate records of all clients, all advice and support provided. To maintain accurate written and computer records, reports, & other monitoring information as required in connection with the various duties undertaken, and keep other records necessary to provide an adequate management information data base.</p> <p>To contribute to the overall development of the Council's Housing Needs service.</p> <p><u>Contract management:</u></p> <p>Complete day to day contract and relationship management of private sector providers through the Council contract arrangements.</p> <p>Complete contract reviews with providers and use management mechanisms to ensure the highest standards are achieved. Focus on finances, quality and performance.</p> <p>Manage a complaints process that enables customers to escalate condition and repair issues not addressed by the provider to the council</p> <p>Ensure officers respond to management issues including anti-social behaviour</p> <p>Ensure through contract management that stock is maintained to a good standard, and with appropriate regard to health and safety.</p> <p>Address any disputes with providers and seek resolution informally and formally.</p>
<p>3. Systems and Process Development and Improvement</p>	<p>To put in place monitoring systems in response to service issues and needs which support the provision of a high quality, legally compliant service</p> <p>Maintain management information systems relating to the performance of the team, provide regular reports and propose solutions where problems are identified.</p> <p>To be a key operational person in Redbridge for the s.proc.net procurement platform (adam) - to liaise with adam on issues affecting performance</p> <p>The post holder will be required to develop, design and implement new operating processes and systems to develop the service.</p> <p>To ensure the team effectively utilise systems to produce contribute key monitoring information for submission to the HCLIC system created by DCLG and for local information reporting and management and maintain customers electronic files on info@work providing a thorough audit trail of activity and key documents in line with agreed process</p> <p>To personally use the office automation and other software packages provided</p> <p>Ensure the teams operate within agreed systems for financial management.</p> <p>Follow the Council's procurement rules and EU regulation</p>

<p>4. Communication Partnership</p>	<p>Work professionally with service users, their representatives and other agencies involved with the service.</p> <p>To provide directly and through the team a full range of information and publicity for all customers, including on the website, as well as internal procedures.</p> <p>To communicate with team members to cascade information and to ensure employee feedback is encouraged.</p> <p>To provide advice services to customers through personal or telephone interviews, correspondence, advocacy, reception, home visiting, outreach work and surgeries, workshops and talks to customer groups. To ensure there are systems in place to support this provision and to set up new systems as required</p> <p>To respond to enquiries, complaints, freedom of information requests and correspondence from clients and their advocates, including solicitors, councillors, MPs, the ombudsman and contractors, is dealt with, in line with the Council's complaints and enquiries procedures.</p> <p>To provide information as required to support court cases involving the teams including reviews and judicial reviews.</p> <p>To develop effective working relationships through partnership and collaborative arrangements with external bodies, internal departments and voluntary and statutory agencies and their clients. To attend meetings of relevant partnership boards and agencies and to represent the service and/or council as required. Use these mechanisms to facilitate the delivery of high quality services that meet user needs</p> <p>To understand the value of information to the council and to contribute to good information governance by keeping information safe, accurate and up to date and available to those who need it. Officers are required to abide by the council's information governance policies. To ensure team members also understand this issue.</p> <p>Ensure officers liaise with customers, statutory organisations, advocates and third sector providers to arrive at a sustainable housing solution for customers with complex and multiple needs for example mental health combined with drug and or alcohol addiction.</p> <p>Key internal contacts Housing Service managers, Housing Solutions and Reviews Manager and staff teams, Housing Management, Property Services, Private Sector Housing – particularly Housing Standards and Empty Homes functions, Strategic Procurement Unit, Legal Services, Contracts Audit.</p> <p>Key external contacts/Organisations Private sector landlords, agents, private developers and property companies, London Council's TA Managers Group, East London Housing Partnership, Other Local Authority Homelessness and Temporary Accommodation services, Choice Homes UK (CBL partner), Property services and repairs contractors. Members, MPs, Solicitors, Advocates, Advice Agencies, People Directorate, Health, Redbridge Enforcement, Youth Offending Team, Police, Probation Service, third sector providers, service users, their friends, relatives and advisors</p>
<p>5. Performance and Standards</p>	<p>Support the delivery of services which help to achieve the objectives in the Council's corporate strategy, including to</p> <ul style="list-style-type: none"> • Increase fairness and respond to the aspirations of the Borough • Empower our communities to help shape our Borough and the services we deliver • Improve the quality of life and civic pride amongst our communities • Transform our Council in tough times to be dynamic and responsive to the challenges of the future <p>Contribute to setting and achieving Housing and Housing Needs service plan priorities and objectives and making sure that key targets are met.</p> <p>The post holder will be required to contribute to the development and implementation of the Council's corporate objectives including:</p> <ul style="list-style-type: none"> • Health and safety in the workplace • Performance management • Equality and Diversity policy

	<ul style="list-style-type: none"> • Customer service strategy • Corporate priorities and strategies <p>To ensure that services are innovative and quality driven and:</p> <ul style="list-style-type: none"> • Are responsive to customer's needs and service requirements • Demonstrate clear departmental direction, vision and style • Achieve effectiveness and efficiency in operation • The Council's Equality and Diversity policy is adhered to • To carry out the duties and responsibilities of the post, in accordance with the Council's Health & Safety Policy and relevant Health & Safety legislation
Key Performance Outcomes	<p>Numbers in B&B over 6 weeks</p> <p>Numbers in temporary accommodation</p> <p>Temporary accommodation spend</p>

6. Resource Management	<p>To manage a team of staff to ensure quality services are delivered to customers, including supervision and support, planning personal development, setting targets and standards in line with corporate performance management framework</p> <p>To comply with all relevant statutory requirements, Government Guidance and Codes, Redbridge policies and procedures, management instructions, professional and performance standards, procurement rules and best housing management and contract management practice and ensure that officers comply with these.</p> <p>The team manager is required to take reasonable care for the safety and health of themselves and others who may be affected by their acts; and to work with senior managers to comply with Service/Unit procedures and protocols and with Redbridge's Health and Safety Policy and all guidance, instructions and risk assessments. In particular s/he is required to attend training relevant to their post in order to ensure their health and safety responsibilities are met and will assist in developing and implementing effective health and safety plan for the Housing Supply Teams in conjunction with the Housing Supply Manager including training of all staff in relevant procedures.</p> <p>To establish the necessary procedures to ensure that adequate information, instruction, training and supervision is provided for all staff reporting to this post.</p> <p>The post holder must demonstrate commitment and enthusiasm to promote the principle of equality in employment and service delivery. The post holder must be familiar with and promote the Equality and Diversity Policy.</p> <p>The post holder must promote equality in the workplace and set the tone for the behaviour between colleagues.</p> <p>The postholder is responsible for the management of the team staffing budget and for authorising the commitment of resources on temporary accommodation deals and private rented accommodation for prevention and homelessness discharge. Housing decisions can have significant financial impacts and cause both the commitment of resources and of long term housing provision commitment managers are responsible for ensuring officers understand the financial impacts of the decisions that they make</p> <p>Contribute to monitoring of sections budgets and overall temporary accommodation budget and provide relevant management information</p>
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Corporate Accountabilities	<p>All employees of the Council should undertake and conduct their work with due regard to the corporate accountabilities (available on the Redbridge Council website). These include responsibilities for outcomes regarding Equality, Conduct & Behaviour, Health & Safety, Data Protection, Safeguarding and Customer Care.</p>
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Flexibility	<p>The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required by the line manager, which are broadly commensurate with the job level and scope of competence.</p>
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Person Specification		A - I - T
Knowledge & Experience		
Method of candidate assessment: A = Application form I = Interview T = Test		
Statutory or Mandatory qualifications:	<List any mandatory qualification required by statute, or state "No Mandatory Qualification Required"> No Mandatory Qualification Required	A
Educational Ability	Level 5: Ability to increase depth of knowledge & understanding of an area to respond to complex problems or situations. May be evidenced by: Foundation degrees; diplomas of higher education; BTEC Higher National Diploma; NVQ level 5; some professional qualifications; and equivalent qualifications, or evidence of demonstrable application in the course of experience.	A
Key Subject or Content Areas (inc: Desirable Qualifications)	A comprehensive knowledge of the laws governing the management and procurement of temporary accommodation and good knowledge of homelessness, other housing legislation, welfare benefit expertise and adult and social care knowledge	AI T
Knowledge	<p>A comprehensive knowledge of the law relating to homelessness as covered by the 1996 Housing Act and the Homelessness Reduction Act 2017.</p> <p>Knowledge of the Children’s Act, and the Care Act as this social care legislation interacts with housing and homelessness issues</p> <p>Specialist knowledge of the Welfare Reform Act and</p> <p>A thorough knowledge of the housing allocations as covered by the Housing Act 1996 Part VI</p> <p>Identifies the key equality and diversity issues affecting the delivery of a front line allocations and assessment service and is able to develop and adapt service delivery to meet the needs of the range of service customers.</p> <p>Knowledge of how to deliver a first class customer focused service.</p> <p>A detailed knowledge of how to procure and manage temporary accommodation and of expected accommodation standards</p> <p>Knowledge of how to manage a contracted out provider relationships effectively</p> <p>A thorough knowledge of the range of services provided by the Council for households who are in housing need.</p> <p>Knowledge of the financial implications of decisions and the importance of prioritising value for money.</p> <p>Knowledge of EU procurement regulations and local authority processes to comply with these</p> <p>Knowledge of the operation of the private housing sector housing including security of tenure, protection from eviction and housing standards</p>	AI T

Experience	<p>Experience of managing or procuring temporary accommodation</p> <p>Experience of achieving performance targets and meeting departmental objectives</p> <p>Experience of budget management and applying effective financial controls</p> <p>Experience of using ICT routinely in the course of duties</p> <p>Experience of motivating and managing staff in a customer-focused environment</p> <p>Developing and implementing an equalities approach in service delivery and staff management</p> <p>Experience of analysing, monitoring and developing information management systems to improve service delivery.</p>	AI T
Management	<p>Ability to manage, motivate and develop workers and resources within the relevant area(s) of responsibility to deliver required service outcomes, ensuring understanding of how personal objectives align with service and corporate objectives.</p> <p>To facilitate co-operative working within the area of responsibility and across the organisation to develop and maintain good working relationships with internal and external customers and stakeholders. To share and cascade relevant information as necessary to team.</p> <p>To ensure learning and development opportunities are and utilised to the benefit of the organisation, through appropriate planning and evaluation.</p> <p>Manage activities and performance in line with the corporate policy and procedure.</p>	AI T
Skills /Abilities	<p>Excellent communication and interpersonal skills</p> <p>Able to lead, motivate and develop staff and to plan and evaluate their work</p> <p>Ability to work effectively and even-handedly with people from diverse backgrounds and circumstances</p> <p>Ability to analyse complex issues and written material quickly, to think creatively about problems and identify solutions</p> <p>Able to work with the service manager to support change?</p> <p>Ability to plan, prioritise and delegate work and achieve tasks within tight deadlines</p> <p>Ability to effectively use range of IT applications including database, Word, spreadsheet.</p> <p>Able to effectively manage a significant and varied workload including large accommodation projects, demonstrating good planning and project management techniques.</p> <p>Able to effectively work within temporary accommodation budgets, evaluating the costs of options and making sensible value for money decisions</p>	AI T
Special Conditions of Service	<p>To work outside normal working hours to respond to emergencies or attend meetings</p> <p>To comply with the exigencies of the service the post-holder will be required to work a duty rota</p> <p>Must demonstrate an understanding of the issues relating to equal opportunities in service delivery and provision and to actively promote ways of eradicating racism, sexism and other forms of negative discrimination through the Council's policies and procedures.</p> <p>To comply with the Council's Health & Safety Policy.</p>	AI
Corporate Behaviours	<p>The Council has a set of behaviours that all employees are expected to deliver in the performance of their role. The behaviour framework can be found on the Council's internet page, and these should be reflected in your application and the way you work. As part of an individual's personal development Redbridge expects employees of all levels to be continuously developing these core behaviours.</p>	AI

Effective and Collaborative Team Working	To take responsibility for personal development and actively participate in all learning and development. To participate in the ongoing development, implementation and monitoring of service plans. To support and contribute to value for money, service efficiency and improvement.	AI T
Working Pattern and travel		AI
Safeguarding and Disclosure	DBS Disclosure Required? Not required / <u>Basic</u> / Enhanced	A T
Special Factors or Constraints	•	