

JOB DESCRIPTION

JOB TITLE: Team Manager – Allocations & Applications
GRADE: 5

JOB NO:

DIVISION: Housing Services

NO OF POSTS:

SECTION: Housing Solutions & Support Service

POST REQUIRES POLICE / CRIMINAL RECORDS BUREAU CLEARANCE: YES

1.0 JOB PURPOSE

- 1.1 Develop and oversee the day-to-day operation of the Allocation & Application Service. Ensure the service operates within legislative requirements and delivers against agreed service standards and targets.
- 1.2. Support the Strategic Lead to ensure the service delivers an integrated and customer focused Application & Allocation service.
- 1.3. **Monitor BCC's Housing Allocation Scheme is administered appropriately and effectively and in line with relevant legislation.**
- 1.4. Ensure the service effectively provides information on **BCC's Housing Allocation Scheme and Housing Registration process** to all applicants and members of the public.
- 1.5. **Help review BCC's Housing Allocation Scheme and ensure associated procedures and policies are kept up to date.**
- 1.6. Manage, motivate, develop and undertake ongoing supervision of direct reports. Use effective performance measures to ensure staff deliver a high-quality service to customers.
- 1.7. Conduct housing registration and allocation reviews impartially and objectively. Ensure review decisions are made in compliance with relevant policies, legislation, case law and best practice. Compile case bundles for court proceedings and when required represent the Council at court

2.0 DUTIES AND RESPONSIBILITIES

Duties and responsibilities may include any of those detailed below and may be varied according to the needs of the designated service area(s). They may also include any other duties that are commensurate with the grade and nature of the post. There is an expectation that the post holder will develop the key competencies to ensure flexible and integrated working across the Directorate.

- 2.1. Support the service to efficiently provide a responsive frontline service to customers and ensure outcomes are delivered in compliance with statutory requirements and agreed service standards.
- 2.2. Manage, motivate, develop and undertake ongoing supervision of direct reports, including regularly conduct case management supervision and case reviews using reflective supervision techniques.
- 2.3. Monitor and ensure housing applications are assessed correctly and rules about eligibility and qualification are applied appropriately.
- 2.4. Ensure housing applications decisions **are made in line with BCC's Housing Allocation Scheme**, and housing reviews are completed thoroughly and impartially by the service.
- 2.5. Determine if discretion should be used regarding decisions about allocations. Ensure best interests of children are always considered when making allocation decisions.
- 2.6. Ensure decisions about who should be prioritised for an allocation are administered correctly, transparently and decisions about eligibility are made in accordance with relevant legislation.
- 2.7. Monitor and ensure assistance and support is made available for those who need it to apply for social rented housing.
- 2.8. Ensure the administration of housing allocations functions are done so without discrimination and equality of opportunity is maintained.
- 2.9. Help to negotiate nomination agreements and ensure agreements with registered providers are administered in full accordance to the terms agreed. Establish and maintain effective working relationships with Registered Providers operating within the nominations agreement.
- 2.10. Support service reviews and implementation of new working practices that drive efficiencies and improve the customer experience.
- 2.11. Analyse information from a variety of data sources and support the service to develop reports, project plans, policies and procedures.
- 2.12. Support the Housing Solution & Support Service to address complex operational issues and embed a continuous improvement culture that is focused on responding to the changing needs of customers and legislation.
- 2.13. Work collaboratively with colleagues across City Housing to ensure customers receive an integrated resolution response.
- 2.14. Train and mentor new starters and other officers where required.

- 2.15. Draft witness statements and compile case bundles for court proceedings and when required represent the Council at court hearings.
- 2.16. Maintain extensive and specialist knowledge of Housing Allocations, Homelessness and relevant housing legislation, case law and guidance as well as local and national policies.
- 2.17. To act as the service lead at relevant multi-agency meetings and represent the City Council at internal and external meetings and other forums, as required. To also ensure that there is effective communication with elected members and partners.
- 2.18. Monitor, manage and report on service performance, including take appropriate and timely corrective action.
- 2.19. Manage large complex sets of data and analyse information from a variety of data sources. Present complex service performance reports to a range of stakeholders in various formats.
- 2.20. Investigate and respond to complex complaints, member enquiries. Ombudsman, solicitor enquiries and Freedom of Information requests.
- 2.21. Deliver training and awareness briefings to staff and stakeholders. Provide expert advice on homelessness and facilitate advice surgeries.
- 2.22. Maintain extensive and specialist knowledge of Allocations, Homelessness and relevant Housing legislation, case law and guidance as well as local and national policies in order to successfully implement change and provide expert advice/guidance to staff, colleagues, council members and other external stakeholders.
- 2.23. Carry out the duties of the post in accordance with the Data Protection Act, the Health & Safety at Work Act and other relevant legislation, as well as Council policies, procedures, Standing Orders and Financial Regulations.
- 2.24. Take responsibility, appropriate to the post, for ensuring compliance with council policies and procedures aimed at promoting and safeguarding the welfare of vulnerable children and adults.
- 2.25. When required, deputise for the Strategic Lead.
- 2.26. Undertake any other duties appropriate to the grade that may be required. These may be varied from time to time to meet the needs of the service.

OBSERVANCE OF THE CITY COUNCIL'S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED

3.0 SUPERVISION RECEIVED

3.1 SUPERVISING OFFICER JOB TITLE: Strategic Lead

JOB NO:

3.2 LEVEL OF SUPERVISION

3. Plan own work to ensure the meeting of defined objectives.

4.0 SUPERVISION GIVEN (excludes those who are INDIRECTLY supervised i.e. through others)

POST TITLE	GRADE	NO OF POSTS	LEVEL OF SUPERVISION*
Team Leader – Allocations & Applications	GR4	10	3

5.0 SPECIAL CONDITIONS

DBS check required for the post	Yes		No	
Level of check required				
Standard			Yes	
Enhanced				
Enhanced with barred list check - Adults				
Enhanced with barred list check - Children's				
Enhanced with barred list check – Adults & Children's				

Person Specification

Post: Team Manager – Allocations & Applications **Grade:** 5
Division: Housing Services **Section:** Housing Solutions & Support Service
Directorate: City Housing

**Method of Assessment (M.O.A.) A.F. = Application Form; I = Interview;
T. = Test or Exercise; C. = Certificate; P. = Presentation.**

Skills & Ability e.g. written communication skills, dealing with the public etc.	An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by Part 7 of the Immigration Act 2016.	AF/I
	Possess effective management skills with the ability to build and maintain a supportive working environment and deliver effective case management supervision.	AF/I/P
	Ability to make accurate Part 6 Housing Review decisions, including successfully represent the Council at Court.	AF/I/P
	Ability to apply very effective influencing, persuading and negotiating skills with a variety of stakeholders, at all levels on issues of complexity and sensitivity.	AF/I/P
	Effective relationship building skills in order to maximise stakeholders/partner engagement.	AF/I/P
	Strong verbal and written communications skills with the ability to resolve contentious and sensitive problems.	AF/I/P
	Can confidently deal with conflict.	AF/I/P
	Ability to take control of challenging situations with customers and external agencies, including diffuse and manage difficult, demanding and challenging customer behaviour.	AF/I/P
	Ability to conduct extensive research, analyse and evaluate complex data and present highly complex information to a wide range of audiences, verbally and in the form of formal written reports and letters.	AF/I/P
	Ability to identify opportunities for service improvement that improves the customer journey and creates efficiencies within the service.	AF/I/P
	Good budget, project and change management skills.	AF/I/P
	Ability to lead, manage and deliver projects.	AF/I/P
	Ability to show resilience in responding to change, handling conflict and contentious situations.	AF/I/P
Ability to chair meetings and represent the Council within a range of professional meetings.	AF/I/P	
Ability to work with minimum supervision and to make decisions under pressure, sometimes with limited information.	AF/I	

CRITERIA	ESSENTIAL	M.O.A.
	To be approachable and instil confidence within team and other professionals. Ability to work effectively and openly within the democratic process, with elected members and committees.	AF/I AF/I
Training	Demonstrate commitment to continuous personal and professional development and be able to empower, enable and develop team members learning and development.	AF/I
Other	Committed to preventing homelessness. Demonstrate an excellent understanding of equality issues with the ability and commitment to promote and develop positive initiatives in all aspects of work. Demonstrate commitment to customer services in a context of a diverse customer base. Able to demonstrate commitment to the Council's Values and behaviours,	AF/I AF/I AF/I AF/I

All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.

Date:	Name:	Signature:
Date reviewed:	Name:	Signature: