

## **TENDRING DISTRICT COUNCIL**

<b>ROLE DESCRIPTION</b>
-------------------------

**Role Title:** Senior Housing Solutions Officer

**Post No:** 10001152

**Department:** Housing and Environment

**Grade:** 7-8

**Managed by:** Housing Manager

### **1 Main Purpose of the Role**

The Housing Solutions Team primary function is to prevent homelessness by helping customers retain their current accommodation and, where this cannot be achieved, provide access to a range of suitable alternative housing options fulfilling the Council's statutory obligations as set out in the Housing Act 1996 (as amended) and the Homelessness Reduction Act 2017. The post holder will be responsible for the line management of the team with a focus on delivering a customer focused service whilst seeking to continuously enhance the quality of the service.

### **2 Principal Activities**

- a) Working with integrity and in collaboration with the wider Housing Solutions team to oversee caseloads. Providing support and positive, specialised direction and guidance to the team on a day to day basis, to ensure robust and timely decision making in accordance with statutory and regulatory requirements, and that accurate case records are maintained.
- b) To manage a smaller caseload of more complex and contentious cases, and to work on the caseload of Housing Solutions Officers in their absence. Drawing in support and assistance from other statutory and voluntary organisations as appropriate to help clients achieve their housing goals and increase their life opportunities moving forward.
- c) To compile the monthly duty rota for the Housing Solutions Officers.
- d) Have a working knowledge of IT systems in relation to, housing advice, options and homelessness ensuring all systems are updated with relevant client information at appropriate times.
- e) To oversee the income system in place to ensure that those in temporary accommodation are correctly charged for applicable fees and ineligible charges (when appropriate).
- f) To monitor expenditure on temporary accommodation, deposit and rent in advance payments and ensure that these are made in accordance with the agreed policy.
- g) To investigate and respond to customer complaints, MP enquiries and freedom of information requests.
- h) To ensure the accurate collection and analysis of data and information relating

to the work of the team to assist the monitoring of performance, forecast in future need for the service and to meet management, legislative and regulatory requirements

- i) To be responsible for the effective supervision of staff, including annual performance reviews, the undertaking of regular one to ones, training new starters, submitting sickness returns and completing return to work sickness reviews.
- j) To maintain professional competence and keep abreast of developments through research and reading, attendance of courses and briefings and the use of established networks, ensuring all policies and procedures are updated to reflect such changes.
- k) To provide training and guidance for Housing Solutions team on legal updates.
- l) To research, prepare and present reports and make recommendations to senior managers as required.
- m) To participate in the Council's homelessness out of hours emergency service.
- n) To be the lead officer to activate the Severe Weather Emergency Protocol
- o) To provide cover, general assistance and to deputise for the Housing Manager, as required.
- p) To attend internal and external meetings as may be required from time to time.

### **3 Corporate Responsibilities**

Must contribute to high quality management standards and best practice across the service, reflecting the values of the Council and provide, through positive example, a clear sense of direction and purpose to employees.

Maintain a constant focus on service improvement within the Council.

You are required to promote, apply and adhere to the Council's HR and ICT policies, procedures and schemes, including but not exclusively: Age, Alcohol, Drugs and Substance Abuse, Equality and Diversity, Flexible Working Hours, Discipline, Grievance, Harassment, Health, Safety & Welfare; Lone Working, Managing and Developing Personal Performance (MDPP), No Smoking, Sickness & Ill Health, Stress, Violence at Work and Working Time Regulations. E-Mail, Internet, Intranet, IT Monitoring, ICT Security, Records Management and Retention as well as financial and contract regulations, delegated powers, the Data Protection Act and the Freedom of Information Act.

### **4 Special Conditions**

- You must keep up to date with and implement any changes insofar as they apply to your role be they new or amended legal requirements, internal and external policies or any Council or delegated decisions.
- It will be necessary for you to work hours in excess of or differing from your normal working hours, including evenings or weekend.

- The postholder will communicate with the public, other employees and outside organisations and may be required to change rapidly from one task to another during the working day often under pressure as required
- The postholder should seek the advice of their Line Manager on difficult or contentious issues.
- The postholder should take all reasonable steps to create a harmonious working environment using consultation, effective communication and team working techniques.
- The post holder will be required to be mobile throughout the district and so a drivers' licence and access to a motor vehicle will be required at all times.

This job description is a guide to the duties the post-holder will be expected to undertake. It is neither exhaustive nor exclusive and will be changed as working requirements dictate.

## TENDRING DISTRICT COUNCIL

### PERSON SPECIFICATION

**Role Title: Senior Housing Solutions Officer**

**Post No:**

*It will help the assessment of your application if you ensure it addresses how you meet each of the requirements set out in this document. If appropriate, please set out the actions you are willing to take to close any gaps.*

### PROFESSIONAL & TECHNICAL DEVELOPMENT

1. Level 3 Housing Qualification (commensurate knowledge gained through experience and personal development will be considered).
2. Chartered status or other higher level membership of an appropriate professional body such as the Chartered Institute of Housing
3. Experience of working in a complex and diverse organisation at a team leader or manager level undertaking similar functions and duties to those in the job description.
4. A consistent record of providing sound professional advice and building success through effective and productive working relationships.
5. Effective budget management skills.
6. Demonstrable literacy and numeracy skills.
7. Proficient in MS-Word, Excel and Outlook  
(a Level 2 IT qualification would be an ideal way to demonstrate this).
8. Eligible to work in the UK.

### COMPETENCY REQUIREMENTS

*The following competencies will be used in making the initial selection decision:*

#### **1.1 Deciding and Initiating Action**

- a. Makes prompt, clear decisions which may involve tough choices or considered risks.
- b. Takes responsibility for actions, projects and people.
- c. Takes initiative, acts with confidence & works under own direction.
- d. Initiates and generates activity.

#### **1.2 Leading and Supervising**

- a. Provides others with a clear direction.
- b. Sets appropriate standards of behaviour.
- c. Delegates work appropriately and fairly.
- d. Motivates and empowers others.
- e. Provides staff with development opportunities and coaching.
- f. Recruits staff of a high calibre.

### **3.2 Persuading and Influencing**

- a. Makes a strong personal impression on others.
- b. Gains clear agreement and commitment from others by persuading, convincing and negotiating.
- c. Promotes ideas on behalf of self and or others.
- d. Makes effective use of (internal) political processes to influence and persuade others.

### **4.1 Writing and Reporting**

- a. Writes clearly, succinctly and correctly.
- b. Writes convincingly in an engaging and expressive manner.
- c. Avoids the unnecessary use of jargon or complicated language.
- d. Writes in a well-structured and logical way.
- e. Structures information to meet the needs and understanding of the intended audience.

### **5.2 Creating and Innovating**

- a. Produces new ideas, approaches or insights.
- b. Creates innovative processes, products or designs.
- c. Produces a range of solutions to problems.
- d. Seeks opportunities for organisational improvement.
- e. Devises effective change initiatives.

### **6.2 Delivering Results and Meeting Customer Expectations**

- a. Focuses on customer needs and satisfaction.
- b. Sets high standards for quality and quantity.
- c. Monitors and maintains quality and productivity.
- d. Works in a systematic, methodical and orderly way.
- e. Consistently achieves project goals.

*Applicants should note:*

- *That the above competencies are part of the Council's Universal Competencies Framework and there will be other competencies relevant to this role which will be used in the on-going appraisal of the person appointed.*
- *The successful postholder will be expected to undertake the personal development necessary to fully meet the requirements of the Role Description and Person Specification e.g. gaining a qualification to validate knowledge obtained through experience.*