



South Tyneside Council's  
Housing Company

## Job Description

**POST TITLE:** Housing Solutions Manager

**POST NUMBER:** 45-1617

**GRADE:** Band 14

**RESPONSIBLE TO:** Head of Housing and Area Management

**RESPONSIBLE FOR:** Homefinder and Empty Homes Teams

### Overall objectives of the post

- To develop and implement the company's strategic direction in relation to the provision of a customer focused enhanced housing options advice and homelessness service by identify and responding to new legislation, researching good practice and innovative solutions and integrating these into strategy development and policy and procedure reviews.
- To have a detailed understanding of the Localism Act 2011 and Homeless legislation and use that knowledge and experience to lead on strategy and policy development supported by robust service improvements for the service, which take account of all relevant legislation and best practice
- To provide a comprehensive triage service, through a risk based framework, to customers who may be at risk of failing in their tenancies, proving appropriate support to sustain tenancies and encourage and facilitate independence, quality of life, health and well-being.
- To lead and develop clear strategies which promote homeless prevention, deal effectively with homeless applicants and ensure the effective management of the council's temporary homeless accommodation.
- To lead and develop an effective customer focused service which manages and markets empty homes ensuring they are repaired to a good quality and let in the shortest timescales to minimise void loss.
- To take the strategic lead on developing and implementing a robust strategy that effectively deals with hard to let and low demand properties. .
- To ensure the service provided are fully integrated and delivered to the highest quality of customer care and focus, through a positive can do culture with an outcome based approach to achieving agreed priorities and targets across all service areas.
- Develop effective partnerships with internal and external stakeholders to ensure that our resources are targeted at our diverse customer groups, in order to

achieve the best use of our stock linked to community safety and sustainability objectives.

- Ensure statistical data is produced, maintained, analysed and interpreted and presented through accurate and concise reports which highlight performance improvements and deficiencies, positive impacts, preventative actions and demonstrable outcomes of the service, whilst also supporting the production of housing needs data for the Council, the government and other bodies.

### **Housing Options, Advice and Sustainability**

- Provide an excellent, comprehensive customer focused Housing Options and Advice service, which ensures that our strategic approach is underpinned by robust policy and procedures which make the best use of our resources.
- Promote and support tenancy sustainment by enabling customers to manage their tenancies through the management and development of a robust, risk based triage service which seeks to assess customers when applications for housing are submitted. Applicants will be assessed through the provision of practical advice, information and support on a wide range of issues including housing, carrying out affordability assessments, welfare rights, personal finance and financial capability, life skills, and the promotion of personal independence whilst identifying support requirements, prior to allocation to help applicants to sustain their tenancies.
- Manage the Housing Register and ensure that all applications for housing are determined and progressed in accordance with the Council's policies and procedures, ensuring that statutory duties are discharged in accordance with the relevant legislation.
- Manage the provision of comprehensive, accurate and impartial advice and assistance to those requiring housing advice whilst promoting options, managing expectations and providing general assistance in finding accommodation.
- Pro-actively work with partners, agencies, housing providers and Local Authorities to ensure all customers can access services whilst ensuring that services are tailored, co-ordinate and developed to support those in greatest housing need.
- Work closely with the Council to ensure that all policies and procedures are regularly reviewed, developed and implemented, ensuring that they comply with current legislation and reflect best practice with national and regional developments in terms of policy, services, process and information technology.
- Regularly review all services so that they meet equality and diversity commitments and that an ethos of value for money and continuous improvement is embedded within the service.
- Responsible for setting, monitoring, reporting and achieving performance targets and service improvement projects within timescales. Implement a robust benchmarking strategy and act on customer feedback to ensure continuous improvement of the service

- Responsible for the complaints process across all teams, including the quality of communications and correspondence with customers, advocates and other stakeholders, and the efficient administration of reviews and appeals.
- Effective and productive liaison with internal and external stakeholders to achieve community safety and sustainability objectives

### **Homelessness Prevention and Advice**

- Work closely with South Tyneside Council to develop, co-ordinate, implement and monitoring the Homelessness Prevention Action Plan, within the Homelessness Strategy, collaborating on service developments, improvements and the implementation of new legislation and initiatives.
- Oversee the management and delivery of an efficient, high quality, caring advice and assessment service for customers who are homeless or threatened with homelessness, including prevention initiatives to ensure the discharge of statutory duties relating to homeless households.
- Ensure that all temporary accommodation owned by the council is effectively managed and maintained in accordance with the statutory legislation, approved codes of practice and industry best practice, ensuring that appropriate accommodation is provided to meet the individual housing needs of applicants until we are able to discharge our duty under homeless legislation.
- Monitor and manage the use of temporary accommodation and the progress of each homelessness application, ensuring that all performance targets are met or exceeded and that the number of households living in temporary accommodation is kept as low as possible and applicant are dealt with in an efficient and timely manner.
- Maintain an up-to-date and detailed knowledge of all aspects of homeless legislation and guidance in order to ensure we effectively fulfil our statutory duties.
- Ensure that comprehensive needs assessments are undertaken and produced for each household placed in temporary accommodation and subject to necessary permissions, share the contents with appropriate partners and stakeholders.
- Ensure that all relevant statutory returns are produced and completed in a timely manner, ensuring that the data is robustly analysed and used to develop and strategic direction and improve service delivery.
- Work in partnership with the Council to positively contribute to the development of housing and homeless strategy and policy which prevents and deals effectively with homelessness.

### **Management of Empty Homes and Performance**

- Work in collaboration with colleagues to ensure that the allocations systems, procedures and processes offer the most efficient and effective solutions for the Company to reduce rent loss and maximise rental income, ensuring properties are let to the agreed standard and within target time scales.

- Develop and implement an effective strategy for dealing with low demand properties ensuring that our approach is supported by a robust marketing strategy supported by re-let processes that minimises void loss,
- Work in partnership with other teams that may impact on the empty homes and re-let process to ensure that performance is not adversely impacted upon whilst retaining a customer focus and quality of end product.
- Monitor and analyse performance to highlight both improving and adverse trends to the Board, Senior Management Team, South Tyneside Council and other Forums as required and use the data to work and collaborate with teams to identify areas for improvement.
- Ensure there is effective, management, monitoring and reporting relating to our approach to housing options and advice, the allocations policy, homeless prevention and advice and the empty homes process.
- Work closely with the Financial Inclusion and Neighbourhood Teams and other services to ensure homes are let in line with set performance standards, taking account of sustainability and community safety priorities.

## **Corporate**

- Provide motivational leadership and support to line managers and their teams, ensuring clarity of direction, effective communication and development of personal potential.
- Ensure the effective management, recruitment, deployment, training and appraisals of all staff within the service.
- Ensure a positive performance related culture within the teams delivering the highest standards of customer care, with priorities and targets understood by all staff.
- Ensure that you and your team promote equality and value the diversity of colleagues, customers and partners, both in the delivery of services and in the workplace.
- Be responsible for communicating with colleagues both within the directorate and the organisation to aid consistency and the sharing of good practice.
- As a member of the Management Team participate and contribute to the delivery of all corporate and services objectives.
- Manage the team to ensure compliance with all relevant legislation, guidance, policies and procedures.
- Proactively support and work with other services within South Tyneside Homes and in partnership with other stakeholders, agencies, individuals and other groups to maximise income and achieve our financial inclusion objectives.
- Ensure that all risk management and health and safety arrangements operate effectively across the company.
- Assist with the development of new initiatives and services to ensure that future business opportunities are appropriately considered.

- Manage the team's budget, monitoring the expenditure and costs against delivered and realised benefits.
- All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.
- All employees have a responsibility of care for their own and others health and safety.
- The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.
- You are expected to have a flexible approach to your working hours which may include attending some out of hour's meetings.

## Person Specification

<b>Post title</b>	Housing Solutions Manager
<b>Post number</b>	45-1617
<b>Grade</b>	Band 14

	Essential	Desirable	Method of assessment
Educational attainment	<ul style="list-style-type: none"> <li>Hold a degree or equivalent in a relevant subject and/or appropriate professional experience or willing to work towards a degree</li> <li>Evidence of continuing professional development</li> </ul>	<ul style="list-style-type: none"> <li>Formal management training, holding a post graduate qualification, DMS, and/or MBA.</li> </ul>	<ul style="list-style-type: none"> <li>Application</li> <li>Interview</li> </ul>
Work experience	<ul style="list-style-type: none"> <li>Experience of leading and motivating diverse teams and individuals</li> <li>Experience of working in a social housing, options, advice and homeless service at a senior management level.</li> <li>Experience of multi-agency working</li> <li>Experience of improving services and performance for stakeholders</li> <li>Experience of budget management</li> <li>Experience of change management</li> <li>Good knowledge of interdependencies of risk management, change management and benefits realisation</li> </ul>	<ul style="list-style-type: none"> <li>Programme Management understanding and expertise</li> </ul>	<ul style="list-style-type: none"> <li>Application</li> <li>Interview</li> </ul>
Knowledge/ Skills/ Aptitudes	<ul style="list-style-type: none"> <li>Thorough knowledge of legislation and best practice relating to housing options,</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of involving customers in all aspects of</li> </ul>	<ul style="list-style-type: none"> <li>Application</li> <li>Interview</li> </ul>

	<p>advice and homelessness.</p> <ul style="list-style-type: none"> <li>• Clear leadership skills, which inspire, empower, motivate and develop teams and individuals.</li> <li>• High level of communication consultation skills, including the ability to present written or verbal information in a clear and concise manner.</li> <li>• Ability to develop effective working relationship with all stakeholders</li> <li>• IT literate and able to use a range of IT packages as an analytical and management tool</li> <li>• Ability to forward plan, prioritise, review and make best use of the resources available to meet objectives and targets.</li> <li>• Ability to generate ideas and practical solutions to contribute to the vision and to meet changing demands</li> </ul>	<p>service delivery and ability to identify and measure the outcomes of participation</p> <ul style="list-style-type: none"> <li>• Demonstrate a high level of awareness and understanding of equality issues</li> <li>• Demonstrate a good understanding of health and safety obligations particularly in a construction environment when refurbishing and repairing empty homes</li> </ul>	
Disposition	<ul style="list-style-type: none"> <li>• Professional, calm, non-judgemental yet assertive</li> <li>• Ability to influence and persuade others</li> <li>• Ability to solve problems</li> <li>• Tactful and diplomatic</li> <li>• Committed to personal and team development</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Application</li> <li>• Interview</li> <li>• Reference</li> </ul>
Circumstances	<ul style="list-style-type: none"> <li>• Must be flexible and be prepared to work outside normal office hours, on occasion, according to the needs of the service and willing to work at other office locations as required.</li> <li>• Full driving licence or means of mobility</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Application</li> <li>• Interview</li> </ul>