

 Stockton-on-Tees BOROUGH COUNCIL	JOB DESCRIPTION
Directorate Adults, Health and Wellbeing	Service Area: Housing A Fairer Stockton-On-Tees
JOB TITLE: Service Development Officer	
GRADE: Grade H, J, K	
REPORTING TO: Service Lead	
	JOB SUMMARY The Service Development Officer (Homelessness) will play a key role in supporting the delivery and continuous improvement of Stockton-on-Tees Borough Council's Homelessness Prevention and Rough Sleeping Strategy. The post holder will work across the Homelessness Service and with internal and external partners to ensure local delivery arrangements are aligned with the National Plan to End Homelessness and relevant national policy, guidance and good practice. The role will focus on service design, development, and performance, using data, insight and stakeholder engagement to identify gaps, strengths and opportunities for improvement within homelessness prevention, early intervention and rough sleeping responses. The post holder will support strategic planning, contribute to policy development, and coordinate service improvement activity to ensure services are outcome-focused, legally compliant and responsive to the needs of residents. Working collaboratively with commissioners, operational colleagues, partners and people who are experts from experience, the Service Development Officer will help embed a prevention-led, person-centered approach across the system, helping the Council to meet its statutory duties, strategic priorities and ambition to prevent and reduce homelessness and rough sleeping in the borough.
	Main responsibilities and requirements
	Grade H
1.	To support the coordinated service development initiatives that deliver the aims of the National Plan to end Homelessness and The Stockton-on-Tees Homeless Preventions & Rough Sleeping Strategy 2025 - 2030
2.	Support to translate national policy requirements into local delivery plans

3.	Contribute to the redesign of process, pathways and tools to prevent homelessness, identifying gaps in provision and improvement opportunities
4.	Support the development of new pilots to embed the prevention of homelessness across the VCSE.
5.	Help organise and facilitate multi agency partnership meetings
6.	Ensure safeguarding responsibilities are upheld in all aspects of work
7.	Promote trauma informed practice across homelessness services and partner organisations
	Grade J
8.	Undertake data analysis to inform Service design, commissioning and improvement activity
9.	Interpret policy to provide advice and guidance
10.	Embed the voice of people with lived experience into service design
11.	Produce high quality reports for internal and external stakeholders
12.	Identify opportunities for funding to prevent homelessness
	Grade K
13.	Lead on translation of national policy requirements into local delivery plans for Homelessness Services
14.	Lead on the redesign of process, pathways and tools to prevent homelessness, identifying gaps in provision and support in proposing solutions and improvement opportunities
15.	Lead the development of new pilots to embed the prevention of homelessness across the VCSE.
16.	Facilitate and lead multi-agency forums

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

The Council's Values, Behaviours and Code of Conduct - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace.

Corporate Parenting - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high-quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

PERSON SPECIFICATION

Job Title/Grade	Service Development Officer		Career Grade H J K
Directorate / Service Area	Adults, Health & Wellbeing		Housing A Fairer Stockton-on-Tees
Post Ref:			
	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	Grade H - achieved relevant qualification in a direct relevant subject at A Level, HND or NVQ Level 3 or equivalent. Already achieved Mathematics, English language at GCSE Grade 5 - 9 Grade J/K – degree or NVQ level 5 equivalent in relevant subject level or substantial demonstrable level of knowledge gained through directly relevant work experience	Professional membership of a relevant organisation or demonstrable equivalent experience directly related to this area of work.	Application Form Interview/Selection Process Pre-Employment Checks
Experience	Grade H Understanding of service improvement and evaluation Partnership working	Experience of supporting multi agency work	Application Form Interview/Selection Process

	Understanding of trauma informed working practice Grade J Working within a homeless related field. Experience of production of strategic policy documents (including consultation with appropriate stakeholders) Grade K Experience of working within service improvement and evaluation Data informed decision making	Experience of contributing to service redesign, pilots or improvement activity, Experience of analysing data feedback or outcomes to inform service change Experience leading multi agency forums, or system wide improvement work, engaging those who are experts from experience in service design.	
Knowledge & Skills	Grade H Relevant Housing Law. Homeless Legislation Good understanding of the National Plan ending homelessness	Awareness of local homeless pathway and VCSE services within the Borough that support homelessness.	Application Form Interview/Selection Process

	Excellent Communication skills both verbal and written Can manage effective and positive relationships Grade J Excellent proven working with other key partners IT skills (Microsoft Word, Excel, case management systems etc.) Strong analytical and problem-solving skills. Grade K A strategic thinker capable of reviewing and developing policy and services across a range of functions to prevent homelessness Innovative and creative flair to explore solutions to complex situations.	Knowledge of national homelessness funding programs and performance frameworks, experience of using performance data or dashboards Ability to produce reports or briefings for senior leadership or elected members	
Specific behaviours relevant to the post	Empathy, patience and a non-judgemental approach to working with people from diverse backgrounds. Adaptable and flexible approach. Positive attitude to drive and deliver outcomes.	Demonstrate the Council's Behaviours which underpin the Culture Statement. Supportive, sensitive and responsive to a	Interview/Selection Process

	Ability to work independently on own initiative and as part of a team.	client's individual needs. Knowledge and understanding of the equality act and the protected characteristics.	
Other requirements	Knowledge of relevant information systems and information technology applications.	Knowledge and understanding of statutory and non-statutory providers of services to vulnerable clients in the Borough.	Application Form Interview/Selection Process

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Adults, Health & Wellbeing	SERVICE AREA: Housing A Fairer Stockton-on-Tees
JOB TITLE: Service Development Officer	
GRADE: H J K	
JOB LOCATION / BUILDING: Dunedin House	
REPORTING TO: <i>Julie Lathan</i>	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks, this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health		
Known Risk	Yes	No
Noise: Employee Is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		No
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		No
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		No

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.		
Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		No
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos)		No

Known Risk	Yes	No
Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be: ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.		No
Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.		No
Working at Heights - Safety Critical: Employee will be required to work at a height .		No
Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.		No

Other Known Risks		
Known Risk	Yes	No
Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties.		No
Food Handlers: Employee will be preparing and handling food <i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i>		No
Night Workers: Employee will be regularly working at night <i>Optional Night Worker Questionnaire available</i>		No
Lone Working (including Home Working): Employee will be required to work alone.	Yes	
DSE Users: Employee will be required to use Display Screen Equipment (DSE) <i>DSE Training and assessment should be completed on commencement – arranged by manager</i>	Yes	
Any Other: Please identify any other known risks associated with this job role.		No

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager:
2026



Date: 06th July

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: Occupational.Health@stockton.gov.uk