

Lead Manager – Temporary Accommodation

Reports to: Assistant Director Housing

Direct reports: staff as allocated

Evaluation: **684** points

Grade: **N11**

Reference: **A5800**

Purpose

- To provide strategic leadership of the Council's Temporary Accommodation and Support service, ensuring a proactive, resident-focused and outcome-driven approach that meets the diverse needs of individuals and families in temporary accommodation.
- To lead the development and delivery of high-quality temporary accommodation and support services that promote stability, independence and sustainable move-on into permanent housing.
- To drive a high-performing, compliant and customer-focused service that meets all statutory, regulatory and corporate requirements, while continuously improving outcomes for residents.

Main Duties

These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.

1. To provide strategic leadership of the Temporary Accommodation and Support service, setting clear direction and delivering a coordinated, outcome-focused approach to service delivery across the city.
2. To lead the delivery of temporary accommodation provision, including general needs temporary accommodation, young people's supported accommodation and refugee resettlement support, ensuring services meet demand and support pathways into independent living.

3. To lead, manage and develop high-performing teams, fostering a culture of accountability, continuous improvement and person-centred service delivery that reflects the diverse needs of residents.
4. To ensure the effective management of accommodation and support services, enabling residents to sustain placements, build independence and transition successfully into long-term housing.
5. To embed an outcome-focused culture, ensuring services contribute to reducing homelessness and improving housing stability, with robust performance monitoring, reporting and continuous improvement.
6. To ensure full compliance with statutory, regulatory and corporate requirements, including homelessness legislation, safeguarding responsibilities and relevant housing standards, ensuring that the accommodation meets the required Health & Safety, building safety standards and housing legislation standards.
7. To act as the lead practitioner for temporary accommodation and support services, ensuring staff receive ongoing training, professional development and guidance to maintain high standards of knowledge, practice and service delivery.
8. To provide effective financial and resource leadership, ensuring budgets are managed responsibly, resources are optimised and value for money is achieved across the service.
9. To oversee service performance frameworks, ensuring clear standards, consistent data collection and evidence-based decision making to drive service improvement.
10. To lead the development and implementation of policies, strategies and operating frameworks, ensuring services remain responsive to demand, aligned to best practice and support transformation objectives.

11. To represent the Council at local and national level, working with strategic partners, government bodies and external agencies to support vulnerable groups and influence service development.
12. To lead collaborative working across the Council and with external partners, ensuring a joined-up approach to homelessness prevention, housing pathways and support services.
13. To lead strategic partnership working and governance, building effective relationships across the Council and with external agencies, championing professional standards, equality and inclusion, and providing senior management oversight.
14. To promote and implement our Equality policy in all aspects of your employment.
15. To help maintain a healthy, safe, and secure environment and to adhere to our policies and procedure.