

Lead Manager – Temporary Accommodation

Person Specification

We will use these criteria to assess your suitability for the job.

Essential

1. Educated to a degree level or equivalent professional experience in Housing, Homelessness, Social Care or a related field.
2. Evidence of continuing professional development relevant to housing, homelessness, support services or leadership. Hold, or be willing to work towards, a Chartered Institute of Housing (CIH) Level 4 qualification.
3. Significant management experience within housing, homelessness, temporary accommodation, tenancy support or related services.
4. Commitment to delivering empathetic, resident-focused services, recognising complex needs and driving trauma-informed practice to ensure services are accessible, equitable and responsive to the needs of residents.
5. Experience of managing budgets, resources and workforce planning responsibilities, ensuring effective use of resources and value for money.
6. Experience of leading multi-disciplinary teams and developing a high-performance culture.
7. Experience of working collaboratively with internal and external partners and stakeholders to improve outcomes for vulnerable residents.

8. Thorough understanding of homelessness legislation, temporary accommodation and support models and the ability to design and deliver services to meet complex needs.
9. Experience of ensuring compliance with housing and homelessness legislation.
10. Demonstrable experience of safeguarding responsibilities and risk management in relation to vulnerable clients.
11. Knowledge and understanding of regulatory standards, health and safety, and governance frameworks.
12. Strong leadership, communication and performance management skills.
13. Ability to use data and insight to drive service improvement, manage change and deliver resident-focused, trauma-informed services.
14. Proven experience of leading complex operational services through periods of change and transformation.
15. Must be prepared to work out of hours when required, including participating as required in the directorate out-of-hours rota, to provide guidance & support to the Out of Hours Manager and escalate as necessary to the Major Incident Duty Officer.

Desirable

1. Experience of working within refugee resettlement, young people's accommodation or other specialist support services.
2. Experience of regulatory inspection, Housing or Local Government Ombudsman investigations or compliance.

3. Current, clean driving licence or access to mobility support.

Our Values

Do you share our values of **proud**, **fair**, and **ambitious**?