

Service Manager – Homelessness & Housing Options

Reports to: [Assistant Director Housing Services](#)
Direct reports: [Employees of the service](#)
Grade: [SM2](#)

Overview

To lead the operational delivery and continuous improvement of housing options and homeless prevention services, including financial and debt advice, ensuring the effective discharge of the Council's statutory homelessness and housing allocations duties.

Purpose

- To ensure the Cabinet's political vision and priorities are translated into delivery, and its values are embedded at all levels of the service.
- To support the Assistant Director (Housing Services) to deliver high-quality, person-centred services that respond to demand, improve outcomes for vulnerable residents, and operate within defined policy, legislative and financial frameworks.

Principal Accountabilities

1. To be accountable for the effective operational delivery of homelessness prevention and relief (inc rough sleeping), financial and debt advice, housing advice and assessment, housing register management, and allocations processes; ensuring compliance with all relevant housing and homelessness legislation and regulatory requirements.

2. To ensure the Council's statutory homelessness and housing allocation duties are consistently discharged in line with legislative requirements, local policy, and agreed service standards.
3. To support the Assistant Director (Housing Services) in the delivery of service priorities, ensuring alignment with wider housing strategy, corporate objectives, and political priorities.
4. To lead and manage a defined service area delivering person-centred housing and homelessness services, focused on prevention, early intervention, and access to housing for vulnerable residents.
5. To oversee the delivery of homelessness prevention and support, housing advice and assessment, financial inclusion activity, and the management of housing applications including specialist banding decisions.
6. To analyse service performance, demand and customer insights to inform operational decision-making, drive service improvements and ensure resources are deployed effectively to meet changing needs.
7. To ensure services effectively respond to the needs of residents with multiple and complex barriers to accessing housing, adapting service delivery approaches within agreed policy frameworks to improve outcomes.
8. To drive continuous service improvement through the evaluation of service delivery, implementation of best practice and innovation within the scope of the service.
9. To lead, motivate and develop staff, fostering a positive, inclusive, and high-performing culture that enables individuals and teams to deliver high-quality services.

10. To work collaboratively with internal services, partners, providers, and external stakeholders to ensure coordinated service delivery and improved outcomes for customers.
11. To manage allocated budgets and resources for the service area, ensuring delivery of value for money and effective use of public funds within agreed financial controls.