

Service Manager – Homelessness & Housing Options

Person Specification

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

Essential Criteria

1. Degree-level qualification or equivalent professional experience in Housing or related discipline, and willingness to immediately work towards CIH Level 4 qualification if not already held.
2. Extensive senior management experience delivering front-line services within a local authority, housing association or comparable regulated environment.
3. Strong knowledge of homelessness and housing allocations legislation and guidance, with the ability to apply this effectively in service delivery.
4. Extensive experience of delivering and managing statutory homelessness and housing services within a legislative and policy framework.
5. 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.
6. Proven leadership and people management skills. Creating a positive, inclusive and high-performing culture.
7. Substantial experience of managing budgets, resources and workforce planning responsibilities, ensuring effective use of resources and value for money.
8. Ability to analyse data to identify trends, risks and areas of improvement.

9. Experience of leading service improvement, organisational change and service redesign, delivering improved outcomes for customers and communities.
10. Experience of delivering services to vulnerable individuals and households with complex needs.
11. Strong partnership-working skills, with a proven ability to build effective relationships and work collaboratively at all levels.
12. Excellent communication, influencing, negotiation and problem-solving skills, with the ability to manage complex and sensitive situations and present information clearly to a range of audiences.
13. Demonstrable experience of safeguarding responsibilities and risk management in relation to vulnerable clients.
14. Sound understanding of equality, diversity and inclusion.
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 Criteria

1. Evidence of continuing professional development relevant to housing and homelessness services.
2. Experience of managing specialist housing pathways.
3. Current, clean driving licence or access to mobility support

Our Values

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