

Housing Options Manager

Reports to: **Service Manager –
Homelessness & Housing**
Direct reports: **staff as allocated**

Evaluation: **645 points**
Grade: **N10**
Reference: **A5801**

Purpose

- To lead the delivery of high-quality, person-centred housing options services, ensuring the effective administration of the Housing Register and the provision of support and advice to residents to access suitable housing.
- To manage a specialist service that ensures statutory duties are met, regulatory standards are achieved, and housing systems are robust, fair and responsive to need.
- To deliver a high-performing, compliant and customer-focused service that supports residents, manages risk effectively, and contributes to improved housing outcomes across the city.

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 lead the delivery of person-centred housing options services, ensuring residents receive high-quality advice, support and fair access to housing opportunities in line with their needs.
2. To lead and manage a specialist team responsible for the Housing Register, including:

- Processing housing applications, providing support as required to residents; including at regular customer drop ins.
 - Banding and prioritisation decisions, including specialist bandings (e.g. health, domestic abuse, armed forces), reviews and appeals.
 - Identifying property needs related to health including delivery of Occupational Therapy where required
 - Delivery of Residential Personal Emergency Evacuation Plans (PEEPS) to support the safety of vulnerable residents in the high-rise accommodation
3. To ensure the Housing Register is effectively administered in line with statutory requirements, maintaining accurate, up-to-date records and ensuring risks are identified, managed and mitigated.
 4. To ensure compliance with all relevant regulatory and legal frameworks, including Housing Regulation standards and Housing & Local Government Ombudsman expectations, ensuring robust governance and defensible decision-making.
 5. To oversee the quality and integrity of data relating to the Housing Register, ensuring accurate reporting, data validation and performance monitoring.
 6. To analyse and interpret housing data, clearly articulating risks, trends and opportunities to senior leadership to inform service improvements, resource prioritisation and directorate planning.
 7. To lead, manage and develop a high-performing team, setting clear expectations, managing performance and embedding a culture of accountability, continuous improvement and customer focus.
 8. To ensure the consistent application of policy and procedures, maintaining fairness, transparency and equality in all housing decisions.

9. To support the delivery of corporate and service priorities, contributing to wider housing service improvement activity and transformation programmes.
10. To work collaboratively with colleagues across the Council and with partner organisations, ensuring joined-up services that improve outcomes for residents.
11. To contribute to budget management and resource planning, ensuring services are delivered efficiently and provide value for money.
12. To participate in service planning and improvement activity, ensuring the service remains responsive to demand and aligned with best practice.
13. To participate in 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.