

Housing Options Team Leader

Reports to: **Housing Options Manager**

Direct reports: **staff as allocated**

Evaluation: **575 points**

Grade: **N8**

Reference: **A5802**

Purpose

- To support the delivery of high-quality, person-centred housing options services, ensuring the effective day-to-day management of the Housing Register and fair access to housing opportunities for residents.
- To supervise the administration and management of housing applications, ensuring statutory requirements are met, decisions are consistent and defensible, and services are responsive to the needs of residents.
- To contribute to a compliant, efficient and high-performing service that supports vulnerable residents and delivers positive housing outcomes.

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 support the delivery of person-centred housing options services, ensuring residents receive clear advice, appropriate support and fair access to housing in line with their needs.
2. To supervise the administration and management of the Housing Register, ensuring all applications are accurately recorded, regularly reviewed and effectively managed.

3. To oversee the processing of housing applications and banding decisions, ensuring that assessments are undertaken consistently and in accordance with the Council's Lettings Policy.
4. To manage and quality assure banding reviews and appeals, ensuring decisions are robust, evidence-based and compliant with statutory and policy requirements.
5. To ensure compliance with all relevant regulatory and legal frameworks, including Housing Regulation standards and Housing & Local Government Ombudsman expectations, maintaining accurate records and defensible decision-making.
6. To monitor the quality and accuracy of Housing Register data, ensuring data is kept up to date and supports effective service delivery and decision-making.
7. To manage and review performance data relating to the Housing Register, identifying trends, pressures and risks, and ensuring this information is used to inform operational delivery and service improvements.
8. To support senior managers by providing insight from housing data, ensuring emerging trends and demand pressures are clearly understood and inform service priorities, including housing supply and new build planning.
9. To work closely with Housing Needs Assessment teams, Housing Services and other partners, ensuring the needs of vulnerable residents are understood and that housing applications lead to suitable and sustainable accommodation offers.
10. To support the day-to-day management of a team, including allocating work, monitoring workload, providing guidance and ensuring service standards are met.

11. To contribute to a performance-focused culture, ensuring service standards are met, issues are identified early and continuous improvement is embedded.
12. To ensure the consistent application of policies and procedures, maintaining fairness, transparency and equality in decision-making.
13. To work collaboratively with colleagues across the Council and with partner organisations, supporting joined-up service delivery to improve outcomes for residents.
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.