

Housing Options Team Leader

Person Specification

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

Essential

1. Significant experience of working within housing options, housing management, homelessness, social housing or a related housing service.
2. Experience of supervising, and supporting staff, including monitoring performance and ensuring service standards are achieved.
3. Good knowledge of housing legislation, and relevant statutory duties affecting housing services.
4. Experience of assessing housing applications, making complex decisions and applying policies fairly, consistently and transparently.
5. Experience of managing reviews, appeals, complaints or case escalations, ensuring decisions are evidence-based and robust.
6. Knowledge of safeguarding, equality, data protection and other regulatory requirements relevant to housing services.
7. Ability to analyse and interpret housing data, performance information and service trends to identify risks, opportunities and areas for improvement.
8. Experience of maintaining accurate records and ensuring the quality and integrity of housing management or housing register data.

9. Excellent communication and interpersonal skills, with the ability to build effective relationships with customers, colleagues, partners and stakeholders.
10. Proven ability to contribute to service improvement, implement policies and procedures and support a culture of continuous improvement and customer focus.
11. Experience of working collaboratively across organisational and multi-agency partnerships to achieve positive outcomes for residents, particularly those with complex or vulnerable needs.

Desirable

- Holds a relevant qualification in Housing, Leadership, Management, or a related discipline.
- Experience of managing or overseeing a local authority Housing Register.
- Knowledge of the Regulator of Social Housing Consumer Standards, Housing Ombudsman Complaint Handling Code and current developments in housing policy and regulation.

Additional Requirements

Ability to work flexibly to meet the needs of the service.

Our Values

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