

Housing Needs Assessment Manager

Reports to: Senior Manager Housing Services

Direct reports: staff as allocated

Evaluation: **595** points

Grade: **N9**

Reference: **A5777**

Purpose

- To lead and manage the delivery of a high quality Housing Needs Assessment service, ensuring that housing need is assessed consistently, lawfully and in line with council policy, statutory duties, and equality principles.
- To provide strategic and operational leadership over the Housing Register and assessment processes, ensuring robust decision making, effective risk management, and a customer focused service that supports vulnerable residents.
- To act as a key interface between operational delivery, multi-agency partners and senior leadership, ensuring governance, performance oversight and service improvement are embedded across the function.

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, manage and develop a high performing team responsible for assessing housing need, ensuring all decisions are lawful, evidence based and consistent with policy and statutory guidance

2. To ensure housing needs assessments are undertaken holistically, incorporating risk, vulnerability, safeguarding and support needs, with clear and defensible decisions
3. To oversee the effective management and continuous improvement of the Housing Register, ensuring fairness, transparency and compliance in allocations processes
4. To act as the council's lead operational point of contact for Housing Needs Assessments, ensuring a coordinated and consistent approach across new and existing applications
5. To ensure timely and high quality communication of assessment outcomes, supporting positive customer journeys and reducing risk of escalation, complaint or legal challenge
6. To lead on complex cases, reviews and statutory appeals, ensuring decisions are robust, proportionate and aligned with housing legislation and council policy
7. To ensure appropriate escalation, oversight and representation at multi-agency panels and forums, contributing expert advice to inform decision making
8. To build and maintain effective partnerships with internal services and external agencies (including health, social care, police and fire services) to support integrated and risk informed decision making
9. To monitor, analyse and act on performance data, identifying risks, trends and pressures, and implementing appropriate service responses and improvement actions

10. To contribute to strategic planning activity, including new build and housing supply discussions, by providing insight into housing demand and need
11. To ensure compliance with regulatory requirements, including delivery and oversight of person centred fire risk assessments and associated action tracking
12. To ensure safeguarding responsibilities are fully embedded, with timely and appropriate referrals made in line with council policy and statutory requirements
13. To manage complaints in accordance with the Housing Ombudsman Complaint Handling Code, ensuring learning is captured and service improvements are implemented
14. To ensure equality, diversity and inclusion are embedded in all aspects of service delivery, including the identification and implementation of reasonable adjustments
15. To manage resources effectively, ensuring workloads are prioritised, risks are managed, and service delivery remains efficient and sustainable
16. To contribute to wider organisational transformation, service redesign and continuous improvement initiatives aligned with council priorities
17. To ensure all service activity is delivered in line with council governance, financial regulations, data protection and audit requirements
18. To promote and implement our Equality policy in all aspects of your employment.
19. To help maintain a healthy, safe, and secure environment and to adhere to our policies and procedure.