Job Description

Post Title	Strategic Housing and Commissioning Team Leader
Job Evaluation	N12505
Grade	13
Service	Regeneration, Economy & Growth
Service Area	Planning & Housing – Strategy, Partnerships and Commissioning
Reporting to	Team Leader
Location	Your normal place of work is Corten House, Durham or Customer Access Point Seaham, but you may be required to work at any Council workplace within County Durham
Disclosure and Barring Service (DBS)	This post **is not** subject to a disclosure.
Flexitime	This post **is** eligible for flexitime
Politically restricted	This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State

Description of role

- To lead the commissioning of housing and support services that prevent homelessness, reduce rough sleeping, and improve outcomes for people experiencing housing crisis. The role will ensure services are person-centred, evidence-based, and aligned with local, regional and national homelessness strategies.
- Responsible for effective line management of staff within the strategy, partnerships and commissioning team including senior officers, to ensure effective service delivery and cascading of Council and Service policies and procedures.
- Lead, motivate, and support a team of housing strategy and commissioners including those outside the team, to deliver strategic objectives while fostering a culture of partnerships, collaboration, innovation, and continuous improvement
- Leading in the engagement of partners, stakeholders and the public in the development of strategy and commissioning processes, and the development of service wide improvement initiatives.
- To build and maintain strong relationships with internal departments, registered providers, developers, health and care partners, and the voluntary sector.

Duties and Responsibilities

- Deliver an effective strategy, commissioning and policy framework to steer, advise and influence strategy for:-
    - North East Mayoral Strategic Authority (NEMSA); and;
    - Commissioning Teams;
    - Local Councils and Area Action Partnerships;
    - Members of the public, housing providers and other stakeholders;

    - The County Durham Plan, and other plans and strategies.

- Lead and support a team of housing related commissioners focused on preventing homelessness and housing-related support.

- Provide ongoing contract management, monitoring and budget responsibility for commissioned services.

- Design and commission services that prevent homelessness, support recovery, and enable sustainable housing solutions. Work closely with homelessness forums, safeguarding boards, and multi-agency panels.

- Lead commissioning of temporary accommodation, supported housing, outreach, and tenancy sustainment services.

- Use data and insights to drive continuous improvement and inform future commissioning.

- Responding to consultations on national housing and commissioning policy and strategies, and the plans and strategies of neighbouring authorities, other commissioners and housing providers.

- Provide advice and guidance for members of the Council on housing policy and strategy, prepare and presents reports for consideration by corporate leadership teams and the Council and represent the Council on outside bodies and partnerships as appropriate.

- Build and maintain strong relationships with internal departments, registered providers, developers, health and care partners, and the voluntary sector to ensure national, regional and local strategic objectives are met.

- To represent the service on internal and cross directorate operational groups and structures, chairing cross directorate working groups where appropriate.

- Monitor and evaluate the effective delivery of relevant strategies and policies to ensure consistency of approach and application across the authority.

- To engage with public, including Local Councils, community groups, stakeholders and Local Networks in developing policy and to further the interests of the service.

- To deputise for the Strategy, Partnerships and Commissioning Manger as and when appropriate. This includes at Board level meetings.

- To ensure that the service performs at the highest and most efficient level and meets targets as set nationally and locally and that service improvement is continual.

Organisational Responsibilities

Values and behaviours

To demonstrate and be a role model for the council's values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

Smarter working, transformation, and design principles

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

Communication
To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

Health, Safety and Wellbeing
To take responsibility for health, safety, and wellbeing in accordance with the council's Health and Safety policy and procedures.

Equality and diversity
To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

Confidentiality
To work in a way that does not divulge personal and/or confidential information and follow the council's policies and procedures in relation to data protection and security of information.

Performance management
To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council's Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

Quality assurance (for applicable posts)
To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

Management and leadership (for applicable posts)
To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council's values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

Financial management (for applicable posts)
To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

Person Specification

Attributes	Essential	Desirable
Qualifications	• Educated to Degree level or equivalent in a relevant discipline.	• Evidence of continuing professional development. • Management or equivalent qualification • Professional qualification.
Experience	• Proven experience in housing strategy, commissioning, or service development. • Experience in the commissioning, collection and analysis of statistical and other evidence relating to policy. • Proven ability to lead teams and manage complex projects. • Managerial experience with high levels of accountability and autonomy. • Experienced in budgetary and financial management and monitoring.	• Experience at a regional level. • Management of change and team development.
Skills and Knowledge	• Excellent and up to date knowledge of housing policy, relevant legislation and process/procedures. • Excellent interpersonal skills, including the ability to communicate effectively, both orally and in writing, with a wide range of people from different backgrounds. • Commands of a wide range of communication skills, including listening, presenting information, facilitating group discussions and giving effective feedback in one-to-ones. • Ability to demonstrate customer orientated approach to service delivery. • Ability to establish excellent stakeholder relationships and to communicate effectively with a wide range of partners.	• Knowledge of other social care policy and legislation • Understanding of integrated commissioning across housing, health, and social care • Project management and development. • Familiarity with and ability to use relevant ICT infrastructure. • Strong business skills and financial judgement.

Personal Qualities	• Out-going personality with enthusiasm and self-motivation, and ability to lead and motivate. • Willingness/ability to work on own initiative and/or as part of a team, maintaining high levels of integrity and discretion. • Positive approach to customer care. • Willingness to undertake flexible working arrangements to meet service and project requirements. • Persevering and problem-solving approach. • The post holder may be required to work outside of normal office hours.	