

## JOB SUMMARY

<b>Post Title</b>	Senior Housing Officer - Operations						
<b>Job Family</b>	Service Delivery	<b>Pay Range</b>	11	<b>Line Manager to others?</b>	Yes	<b>Role profile ref</b>	SD11
<b>Service Area</b>	Housing Needs						
<b>Line Manager</b>	Jamie Brenchley						
<b>Location</b>	County Hall						

<p><b>Job Purpose</b></p> <p>To assist the Homelessness Needs Service Manager deliver our statutory duties as a local authority as defined in Part 7 of the Housing Act (amended by the Homelessness Reduction Act 2017) inclusive of the line management of staff that provide these services.</p>			
<p><b>Job Context</b></p> <p>Manage staff providing homelessness prevention initiatives ensuring that the risk of homelessness is kept to a minimum and ensuring that the Council is meeting its obligations and responsibilities under the Housing Act 1996 Part VII (as amended) are being met; this includes ensuring all staffs receive high quality supervision in line with departmental policy and procedures.</p> <p>To seek improvements to services in line with team, service and corporate objectives meeting relevant measures of success.</p> <p>To ensure that adequate and suitable interim accommodation is provided to those owed a duty under Part VII of the Housing Act 1996 (as amended).</p> <p>To ensure that an effective database of information is maintained to provide a continuous delivery of service and the meeting of all reporting requirements i.e. submit all necessary information required by the MHCLG or other statutory or regulatory authority in respect of the homelessness prevention and homelessness service.</p> <p>Keep aware of and up-dated in respect of relevant legislation, case law, code of guidance and best practice in order to provide the most comprehensive and effective homelessness prevention and homelessness service.</p> <p>Be responsible for dealing with complex or difficult cases referred by the housing teams in order to guide the housing officers to a satisfactory conclusion or take personal responsibility for reaching a successful outcome in line with customer expectations, council, statutory and best practice requirements.</p> <p>Act as housing lead officer in respect of emergency planning and to ensure that a satisfactory out of hours emergency homelessness service is provided and to be included in the out of hours duty rota.</p> <p>Manage and monitor budgets in respect of homelessness prevention and homelessness including rent deposit schemes, temporary accommodation, HAL scheme and any other subsequently introduced schemes or initiatives.</p>			
<p><b>Knowledge, Skills and Experience</b></p>			
<p><b>Role Profile requirements.</b></p>	<p><b>Job specific examples.</b> (if left blank refer to left hand column)</p>	<p><b>Essential</b></p>	<p><b>Desirable</b></p>
<p>Proven ability to influence based on facts and evidence, a range of audiences with differing competence and abilities. Ability to communicate one to one and with specific client groups.</p>		<p><b>E</b></p>	

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Substantial practical experience demonstrating development through a series of progressively more demanding and relevant work roles. Relevant experience within the service area, working as part of team to meet service standards, targets and deadlines.	Considerable experience of supervising or managing staff	<b>E</b>	
	Extensive experience of working in homelessness, housing advice or social housing	<b>E</b>	
	Experience of performance management systems		<b>D</b>
Good communication, interpersonal and presentation skills. Ability to understand and explain complex information to a range of audiences. Proven ability to negotiate with, persuade and influence others.	Have well developed oral, written communication skills and ICT knowledge and skills	<b>E</b>	
Good ICT skills including both standard Microsoft applications and specialist systems.	Experience of using systems such as Delta, ICS, or Paris	<b>E</b>	
Authoritative knowledge of the specialist work area and relevant legislation, regulations, processes, systems, procedures and standards. Good knowledge of other areas of the authority relevant to the service and of wider sector / external influences. Experience of contributing to the development of procedures and practices.	Authoritative knowledge of housing legislation, case law, code of guidance and best practice in order to provide the most comprehensive and effective homelessness prevention and homelessness service	<b>E</b>	
Good planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure deadlines are achieved.	Experience of developing and implementing quality assurance systems that help shape and support service improvements	<b>E</b>	
Proven research, investigation and analysis skills demonstrating evidence of the ability to identify and diagnose problems/issues and develop solutions/recommendations that are both cost effective and within time constraints.			<b>D</b>
Excellent customer service skills, with experience of resolving escalated and complex queries.	Experience of managing complex complaints and reviews of decisions	<b>E</b>	
Proven ability to build and maintain relationships and engage successfully with stakeholder community.		<b>E</b>	
Budget management experience. Knowledge of relevant financial processes and experience or training sufficient to ensure financial processing and / or budget monitoring is completed accurately.	A range of experience of managing budgets	<b>E</b>	

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<b>Qualifications</b>			
<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
May require level 4 up to first degree standard or equivalent experience in a relevant subject	HNC, BTEC Higher or equivalent	<b>E</b>	
	Housing qualification		<b>D</b>
May require relevant certifications including evidence of fluency in English language		<b>E</b>	
Relevant professional/vocational qualification			<b>D</b>
<b>Other Requirements</b>			
Undertake any other duties commensurate with the level of responsibility as might reasonably be expected.			
Be prepared to provide appropriate response to emergency situations.			
Have use of a car and hold a full driving licence and be prepared to travel to external meetings, including those on the mainland.			