

## Job Description and Person Specification

<b>Job title:</b>	Housing Strategy, Review and Development Manager
<b>Directorate:</b>	Places
<b>Service:</b>	Development and Planning
<b>Team:</b>	Housing Strategy
<b>Post number:</b>	04613
<b>Salary grade:</b>	L
<b>Work location:</b>	Market Street
<b>Reports to:</b>	Housing Service Manager
<b>Supervises:</b>	3 x direct reports. A team of 9.5 fte.

### Job Purpose

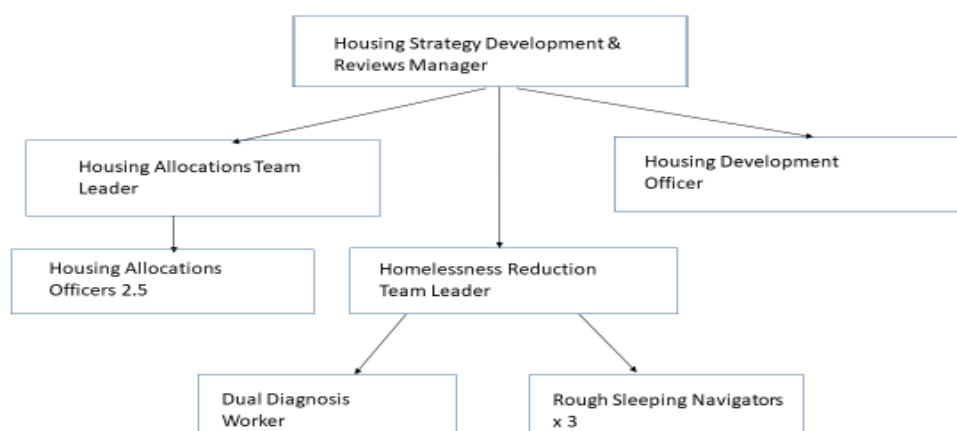
As a member of the Housing Service Management Team, to provide strategic support to the Housing Service Manager by developing strategies, service plans, policies, procedures and carrying out research as required.

To ensure the timely completion of statutory reviews, Government statutory returns, complaints and Freedom of Information requests.

To manage projects within the Housing Service and assist with the development and coordination of new services, liaising with other team members and facilitating consultations when required and to take a strategic role in the development of the service.

To provide line management to staff within the Housing Strategy, Review & Development Team.

### Structure Chart



## Main Duties and Responsibilities

- To assist the Housing Service Manager to develop strategies and policies for the housing service as required, liaising with colleagues, other services and partner agencies as required.
- To carry out reviews for the service, including those relating to Homelessness Reduction Act 2017 Prevention and Relief duties and Part VII homelessness applications, Discretionary Housing Payments and Common Housing Register applications.
- To provide a timely response to complaints received by the service and to contribute to the collating of information relating to Stage 2, Local Government Ombudsman complaints and Freedom of Information requests.
- To participate in the development of and coordination of new initiatives within the service, bidding for funding to assist with financing initiatives when opportunities arise.
- To be responsible for the maximisation of affordable housing and housing solutions.
- To be responsible for the development of the Council's Housing and Homelessness strategies, leading on consultation with partners and conducting research as necessary.
- To monitor all Housing Service policies and procedures and to amend and update as required, developing new policies and procedures taking account of current legislation and case law.
- To maintain detailed knowledge of housing, planning and welfare reform legislation, including the Homelessness Reduction Act, homelessness legislation, allocations, enabling/development and National Planning Policy Framework (NPPF).
- To assist the Housing Service Manager with the monitoring of budgets within the Housing Service, making suggestions for efficiency savings and highlighting areas of concern.
- To authorise expenditure orders on the Agresso IT system and liaise with Finance to ensure the prompt payment of invoices for the Housing Strategy, Review & Development Service, in line with the Council's Financial Constitution.
- To provide leadership, direction and supervision for the day-to-day work of direct reports, including regular supervisions and annual appraisals and to ensure the achievement of high standards and targets in all aspects of assessment work through objective-setting and planning and monitoring of staff development.
- To contract manage commissioned services that enable and assist with service delivery
- To deputise for the Housing Service Manager during periods of absence, or upon request.
- Promote equality as an integral part of the role, treating everyone with fairness and dignity.
- Comply with WBC health and safety policies, procedures and rules, taking reasonable care of self and others.
- Adhere to the standards set out in the WBC competency framework.

## Scope (impact on/control of resources, people, money etc)

- The Housing Strategy, Review and Development Manager will be responsible for ensuring statutory compliance when developing the Housing and Homelessness strategies and will be required to respond to requests for review, both of which could leave the Council open to legal challenge if improperly managed.
- The Housing Strategy, Review and Development Manager will act as lead for Housing Service projects and will provide coordination to ensure the maximisation of resources and minimization of financial risk.

- The Strategy, Review and Development Manager will be responsible for the property purchase budget of £3.5 million which involves identifying the need for temporary accommodation, properties, identifying properties and purchases.
- The Housing Strategy, Review and Development Manager will be responsible through the management of the Housing Development Officer to ensure that affordable housing, commuted sums upwards of £5million are used for the delivery of affordable housing within the District.

## Person Specification

Qualifications	Essential/ Desirable	Internal use only
Degree level education	E	1
Membership of the CIH, RICS etc	E	2
Project Management or similar qualification	E	3
Professional Housing Qualification	E	4
Post-graduate qualification in Housing, Law, Social Care or Business	D	1
Up to date Continuous Professional Development (CPD)	E	5
Leadership and Management qualification	D	1
Experience		
Experience in data collation, analysis, writing policies, procedures and strategies	E	1
Experience in managing complex projects	E	2
Experience in developing services for people with multiple and complex needs	D	1
Experience in responding to complaints	E	3
Experience in carrying out reviews in homelessness and other housing decisions	E	4
Experience of supervising or managing staff	E	5
Experience in an enabling or development role	D	2
Experience of partnership working and representing the Council to different audiences	E	6
Experience of working both operationally and strategically	E	7
Knowledge and understanding		
Good knowledge of Housing Act 1996 & Housing & Regeneration 2008 and Homelessness Act 2002 as amended by Homelessness Reduction Act 2017 and associated duties	E	1
A good understanding of the reasons why people become homeless	E	2
Knowledge of project management principles and procedures	D	1
Good knowledge of Planning Policy and Welfare Reform	E	3
Skills and abilities		
Ability to use Outlook, and a web browser to access information	E	1
Basic ability to use Microsoft Office (Word, Excel, PowerPoint etc)	E	2
Ability to use a variety of housing, finance and other ICT systems for data input and use of reporting tools.	E	3
Able to identify opportunities for service improvement and design improvements	E	3
Well-developed influencing and negotiating skills	E	4

Confident communicator - face-to-face, via telephone and in writing through letter and email and to a variety of audiences.	E	5
Ability to appropriately delegate tasks to ensure consistent workloads across the team	E	6
Able to negotiate effectively with senior managers internally and externally to achieve operational and policy objectives	E	7
Ability to act as Chair at a range of professionals meetings and case conferences	E	8
Ability to analyse written information and establish/revise policies and procedures	E	9
Ability to work with minimum supervision and to make difficult decisions under pressure, sometimes with limited information	E	10
Ability to take control of challenging situations instructing service users and/or external agencies	E	11
Ability to carry out research and present options for improvement	E	12
Ability to write reports, both for internal use and to assist with applications for funding	E	13
Ability to solve complex problems.	E	14
<b>Work-related personal qualities</b>		
Ability to create and maintain good working relationships with colleagues and partners	E	1
Ability to manage own workload and to prioritise work with minimal supervision	E	2
Excellent inter-personal skills relating to staff management where staff are working in highly stressful and pressurised environments	E	3
Approachable nature sufficient to instill confidence in other professionals and service users	E	4
Creativity and innovation	E	5
Ability to work at pace	E	6
<b>Other work-related requirements</b>		
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016, and therefore the ability to fulfill all spoken aspects of the role with confidence in English will be required. Conversing at ease with members of the public (including pupils), providing advice and using any specialist terminology appropriate to the role is essential for the post	E	1
Enhanced DBS check with relevant barred list/s	D	n/a
Is this post politically restricted?	No	n/a
Ability to work occasional evenings to attend Council meetings	D	1
Full UK driving licence	E	2