



|  |  |
| --- | --- |
| **Department** | **Place** |
| **Job Title** | **Housing Options Team Leader** |
| **Grade** | Grade G |
| **Primary Purpose of Job** | To assist and support the Housing Options Principal Officer (HOPO) & Housing Options & Advice Services Group Manager (HOASGM):  with all aspects of the delivery and development of a high quality borough wide Housing Options & Advice Service to customers seeking assistance with their housing circumstances including homeless & vulnerable households and others in high or urgent housing need including those requiring assistance with temporary accommodation.  with all aspects of the Council’s legal duties & responsibilities under homelessness, prevention, allocations and related legislation, policies and practice.  To work in conjunction with & support other Homes for Bolton (HfB) team leaders in delivery of HfB services as a whole and to offer appropriate supervision and support in the absence of other team leaders. |
| **Reporting To** | Housing Options Principal Officer (HOPO) and Housing Options & Advice Services Group Manager (HOASGM) |
| **Staffing**  **Responsibilities** | Staff teams across Homes for Bolton services and specifically (including: housing advice & options, homelessness, choice based lettings and temporary accommodation) as directed by the HOPO & HOASGM and subject to the exigencies of the service:  Housing Options Officers (Advice, Homelessness and Choice Based Lettings), Housing Options Support Officers, Choice Based Lettings Services Access & Support Officer (Homes for Bolton), Accommodation Support Officers |

**Main Duties**

|  |  |  |
| --- | --- | --- |
| **1** | To work together with the other Housing Options Team leaders to co-ordinate, supervise & deal directly with all aspects of the Homes for Bolton including the direct supervision of teams and specific areas of activity in relation to one of the four areas:   * housing advice & options: providing a comprehensive housing advice & options service, including advice & assistance to non-priority homeless and other households, help with temporary accommodation & re-housing; * homelessness: implementation of statutory homelessness provisions, related policies and practices, and responding to complex high/urgent need casework; * choice based lettings: all aspects of delivery of the housing register, property advertising, shortlisting and lettings processes, disability/adapted housing access and implementation of the Council’s allocations and related policies; and * temporary accommodation: all aspects of arrangement, placement and intensive management including providing support services to customers and collection and handling of charges relating to temporary accommodation including housing benefit;   and work closely with other agencies externally & internally in order to provide options, prevent homelessness and to provide for the needs of homeless and other households in housing need.  To prevent homelessness wherever possible and work closely with other agencies externally & internally to improve services, options and outcomes for customers  Liaise directly with BCH (Bolton Community Homes) and other partner organisations as appropriate on day to day process & procedural issues ensuring appropriate training and service awareness.  To deputise in the absence of the HOPO and HOASGM as directed. | |
| **2** | Provide day to day management, supervision and support of the service(s) functions and activities including personnel related matters; ensuring efficient and effective organisation and delivery of work providing direction, appropriate decisions and lead on more complex cases & issues as appropriate. | |
| **3** | Maintain a thorough working knowledge of relevant legislation, guidance, policies & procedures, and understanding of related service provision. | |
| **4** | Provide good quality advice and information to internal and external customers regarding Homes for Bolton housing options services and detailed advice & guidance relating to the postholders areas of responsibility; ensuring such advice & guidance delivered by the individual teams is consistent & accurate; and provided in appropriate formats. | |
| **5** | Deal with enquiries to and from internal / external customers, including other departments, agencies, local authorities, customers, Elected members and MPs concerning all aspects of the work, providing high quality advice, information and assistance as appropriate. | |
| **6** | To deal with and respond to complaints and appeals in relation to the Homes for Bolton services and to represent the Council in legal processes relating to areas of responsibility as appropriate & required. | |
| **7** | To actively work in partnership and network with other services, departments and agencies; representing Homes for Bolton and ensuring collaborative working in relation to the provision, promotion and development of an effective and efficient service, negotiating with other agencies as appropriate and providing advice and support to the HOPO and HOASGM on matters affecting the service. | |
| **8** | To be responsible for the appropriate sharing of sensitive information (with reference to & under guidance as appropriate from the HOPO and HOASGM & in line with any agreed protocols or procedures). | |
| **9** | To assist the HO&ASGM in highlighting possible areas of policy change and help develop procedures, practice and services to better meet customer and policy needs as appropriate. | |
| **10** | To produce statistical & qualitative management, monitoring & performance information / reports as required and identify trends and issues on demand for and delivery of services, raising these with the HOPO & HO&ASGM and assist in developing solutions to address problems or issues highlighted. | |
| **11.** | To assist the HOPO and HOASGM in the recruitment of Homes for Bolton staff | |
| **12.** | To be actively responsible for and regularly review the training and development needs of staff within your area of responsibility and to ensure that staff maintain their own training record. | |
| **13.** | To be responsible for the preparation and delivery of training, talks and other information media on services and other related subjects to internal & external customers, organisations and groups as appropriate. | |
| **14.** | To ensure and maintain appropriate administrative facilities, processes and accurate records in relation to all aspects of the post holder’s areas of responsibility as appropriate, including: case management; collection and accounting of income; procurement of goods & services as required; correspondence and other workflow records including ICT/data-base as well as hard copy. | |
| **15.** | Such other duties as are consistent with the objectives of the post and as may be required from time to time by the Chief Housing Officer | |
| **Date Job Description prepared/updated:** | | 4th November 2019 |
| **Job Description prepared by:** | | Jon Powell (Housing Options Advice Services Group Manager) |



****

|  |  |  |  |
| --- | --- | --- | --- |
| **Department** | | **Place** | |
| **Job Title** | | **Housing Options Team Leader** | |
| **Stage One** | | Disabled candidates are guaranteed an interview if they meet the essential criteria | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | |
| 1. | Knowledge and understanding of issues associated with housing need and awareness of associated services providing advice, support & assistance to those seeking help enabling a holistic housing options approach to be provided | | Interview |
| 2. | Knowledge of relevant legislation, guidance and practical expertise in relation the management of a housing options, advice, homelessness prevention related services.. | | Application/Interview |
| 3. | Ability to interpret & apply legislation / guidance and to make decisions / recommend appropriate action on cases where households with complex circumstances as well as in relation to day to day operational & administrative matters. | | Interview |
| 4. | Excellent verbal and written communication skills | | Application/Interview |
| 5. | Excellent customer contact & interviewing skills | | Application/Interview |
| 6. | Ability to organise, prioritise and evaluate workload of self and others and to delegate appropriately and forward plan for self & a team with conflicting demands. | | Interview |
| 7. | Ability to work as part of a team | | Application/Interview |
| 8. | Ability to supervise, support & motivate staff | | Application/Interview |
| 9. | Excellent networking, negotiating and influencing skills | | Application/Interview |
| 10. | Ability to work with minimal supervision and own initiative | | Interview |
| 11. | Knowledge, understanding & practical awareness of Safeguarding children & vulnerable adults | | Application |
| 12. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | | Interview |

|  |  |  |
| --- | --- | --- |
| **2. Experience/Qualifications/Training etc** | | |
| 1. | Experience of working in a service organisation in a ‘front line’ capacity with a strong customer focus. | Application |
| 2. | Minimum of 6 months front-line experience of handling a complex & varied case load in a closely related service area | Interview |
| 3. | Experience of working in a multi agency partnership | Interview |
| 4. | Minimum of 2 years experience in a closely related service area in a front-line / and or supervisory capacity | Application |
| **3. Work Related Circumstances** | | |
| 1. | Occasional out-of-hours working. | Application |
| 2. | Must satisfactorily undertake any vetting or other background checks as my be appropriate and required (eg Criminal Records Bureau or enhanced Police vetting) | Application |
| 3. | **Delete if not applicable:**  This post has been designated an essential car user post. Applicants must hold a full, current and valid driving licence and a vehicle with a current valid MOT certificate. There must also be adequate vehicle insurance cover to comply with the council’s requirements, in line with the Travel Costs Reimbursement Policy | Application Form  Interview |
| 4. | This post is subject to [an enhanced / a standard] disclosure from the Disclosure & Barring Service | Application Form  Interview |

|  |  |  |  |
| --- | --- | --- | --- |
| **STAGE TWO** | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements | |
| **Additional Requirements** | | | **Method of Assessment** |
| **1. Skills and Knowledge** | | | |
|  | | | |
| 1. | Experience of supervising a customer facing service | | Interview |
| 2. | An understanding of the complex issues experienced by customers accessing housing assistance | | Interview |
| **2. Experience/Qualifications/Training etc** | | | |
| 1. |  | |  |
| 2. |  | |  |

|  |  |
| --- | --- |
| **Date Person Specification prepared/updated:** | 4th November 2019 |
| **Person Specification prepared by:** | Jon Powell (Housing Options Advice Services Group Manager) |



**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.