**Job Description and Person Specification Profile – Housing Advice Manager**

**Housing Advice Manager**

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| **Team:**  | **Housing Advice** |
| **Service:**  | **Investment, Development and Housing** |
| **Salary & Grade/Band/Pay Range:****Job ID:****Professional Grade Category:** | Grade JM01N/a |
| **Responsible to:** | Head of Homelessness |
| **Contract Basis:**  | Permanent |
| **Hours Per Week:**  | 36 hours per week |
| **Working Pattern:** | Monday to Friday |
| **Location:** | Tameside Housing Advice/ T1 building  |
| **Probationary Period:** | 12 months |
| **Criminal records Check required:** | N/a  |
| **Politically Restricted Post:**  | No  |

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| **What’s the post, and what are we looking for?** |
| **This role will support the head of service in delivering an effective Housing advice service which includes ensuring an early intervention and prevention model is in place within the service to assist those households facing housing difficulties. The role will also have responsibility for the Temporary Accommodation Team based within the service as well as the Rough Sleeper services currently in place and other grant funded teams.****The post holder will be expected to develop relationships internally and externally within Tameside and participate in GMCA work streams and collaboration opportunities.****As part of this role you will also be working alongside partners to seek out new solutions and opportunities to support the Prevention agenda by improving access to sustainable accommodation including supported schemes and specialised services.****You will be responsible for a diverse team on a large scale and will bring great people skills to the role to develop and grow our team members on their professional journeys.****Main Duties and Responsibilities include:***This list is not exhaustive, and is an indicator of the key duties and responsibilities that the post holder will have, as opposed to a task list.*1. To lead and direct the effective use of projects and interventions as part of an integrated response to Homelessness.
2. To contribute to the leadership and direction of the service area, deputise for the Head of Service as appropriate and advise (senior managers, elected leaders, staff and communities) as needed.
3. To be responsible for business planning and financial management ensuring there are robust systems for prioritising work, securing good value for money, effective governance and efficient use of resources.
4. To be responsible for managing risk: contributing to contingency planning for risk to the public, identifying and managing financial risk, risk to staff and risk to service delivery.
5. To work collaboratively and creatively and pragmatically with strategic partners in GMP, GMFRS, housing, health and social care to identify opportunities for early resolution to problems and to ensure interventions are based on effective information exchange, particularly where there are additional complexities or foreseeable risks.
6. To offer leadership, challenge, inspiration and guidance to staff and teams, maximising productivity, improving and maintaining oversight of investigative and procedural practices.
7. To improve performance; overseeing processes for gathering intelligence, developing projects, data evaluation, commissioning, business and team planning.
8. To support the service in the coordination and development of effective policies and practices and compliance with legislations and guidance in order to meet community safety and homelessness objectives and contribute to economic, health and social wellbeing.
9. To operate as a senior member of the management team of the Service providing leadership and support.
10. To be able to adapt own work plan to respond to emergencies and unexpected events, changing priorities and interruptions from staff. To respond to tight deadlines and prioritise work appropriately
11. Motivate and lead others, both within own areas of specialism and across partnership where competing demands and pressures of work may mitigate against innovation and creative thinking.
12. To ensure high quality line management support, supervision and appraisal for direct reports and all relevant staff
13. To contribute to the creative and strategic development of services.
14. To provide support and leadership for change and new ways of working, including identification of opportunities, scoping, reporting and on occasion project management / and / or implementation.
15. To communicate own knowledge and expertise in order to effectively influence change and improvements in performance.
16. To use IT systems to monitor and improve performance
17. To identify and develop opportunities for income generation and joint funding arrangements through building service reputation, utilising skills within services, developing relationships with potential commissioners of services.
18. To communicate complex service related information to staff, senior managers, other agencies and professions e.g. developing mutually agreeable business plans/service developments and formal service level agreements.
19. To contribute to the development of advocacy materials and public facing events promoting the service and supporting / encouraging income streams.
20. To work positively and inclusively with colleagues and customers so that services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.
21. To fulfil personal requirements, where appropriate, with regard to council policies and procedures, health, safety and welfare, customer care, emergency, evacuation, security

19. To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee’s background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account.20. To undertake the duties in accordance with the hours as may be required by the service.The duties may vary from time to time without changing the nature of the post or the level of responsibility, and the post holder may also be required to carry out any other duties appropriate to the grading of the post.  |

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| **About you** |
| **Your essential qualifications*** Educated to Degree level or equivalent OR extensive relevant experience managing a Housing options service

**Your essential skills, knowledge and experience*** Management, leadership and development of teams within a complex political environment through appraisal, mentoring and performance review.
* Management of investigations including evidence gathering, preparation and presentation of reports or other documentary materials..
* Effective relationship-building with political leaders, senior officers and members of the public including summarising and presenting complex information to a high standard
* Understanding of the council’s statutory duties and powers and procedural rules with the ability to supervise and advise others on their scope and execution
* Excellent interpersonal skills: able to build relationships with people at all levels, manage and resolve conflicts, influence others and challenge unacceptable practice.
* Ability to analyse, interpret and summarise complex information and data in order to produce reports and inform decision making
* Excellent written and verbal communication skills and the ability to present information coherently and concisely to different audiences.
* Management qualification at NVQ Level 4 or above
* Professional or technical qualification.
* Excellent understanding and management of customer expectation including where customers have additional support or other needs.
* Excellent verbal communication skills and the ability to present information to different audiences
* To meet Tameside Council’s standard of attendance.
* A willingness to be flexible in a changing environment
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**Our employees’ skills, experience and knowledge are essential to our success along with their happiness, commitment, enthusiasm and motivation to be the best they can be.**

**What can you expect from us?**

* A fair salary and benefits
* Opportunities for good health and wellbeing
* Help you to grow, develop and to do your best
* Enable you to be creative and innovative
* Fully involve you in changes that affect you and your work
* Listen, and act on your ideas and feedback

**Working together, we are proud to work for Tameside**

Our **STRIVE** values underpin our practice and behaviours and are at the heart of everything that we do:

**TRUST**

Trust is placed in us and we have trust in those that lead us. We feel empowered to support our residents and communities.

**SUPPORT**

We work in a supportive environment and actively encourage supporting each other to bring about innovation, improvement and sustainability. Good health and wellbeing is important to all of us.

**INTEGRITY**

We conduct ourselves and our services with honesty and fairness, modelling strong ethical and moral principles to ensure outcome driven results for our residents and communities.

**RESPECT**

We relate to others in ways that we want others to understand and relate to us. The behaviour that we model sets what we expect.

**VALUE DIVERSITY**

We are all recognised for our diversity, , commitment, skills and achievements and will challenge inequalities.

**ENGAGE**

We experience consistency in our everyday work; by being involved and having good quality and timely communication across the whole organisation. Our leaders are accessible and open to discussion.

**As well as making a difference to your community and working for one of the highest performing organisation’s in the country, here are some other reasons we think you should consider a career with us:**

You will have an **induction** that will help you to understand what to expect once you start, how the organisation works and how your post contributes towards the Corporate Plan ‘Our People Our Place Our Plan’ aims and aspirations for the area.

The plan is structured by life course – Starting Well, Living Well and Ageing Well, underpinned by the idea of ensuring that Tameside is a Great Place, and has a Vibrant Economy. Tameside has a genuine **commitment to equality of opportunity** for its employees and citizens.

A comprehensive **workforce development programme**, leadership development programme, as well as an aspiring manager programme.

**Up to 30 days leave per year** depending on pay grade/band, in addition to statutory bank holidays. We also operate a **Holiday Purchase scheme.**

The commitment to improving the **work-life balance of employees** with a number of supportive procedures promoting, various types of flexible working. Along with, many family friendly policies in place, including generous schemes covering maternity, paternity, shared parental and adoption leave.

Tameside Council employees can join the **Local Government Pension Scheme (LGPS).** More information about GMPF and LGPS pensions can be found at [www.gmpf.org.uk](http://www.gmpf.org.uk). Teachers can join the **Teachers’ Pension Scheme**.  More information on this scheme can be found by visiting [www.teacherspensions.co.uk](http://www.teacherspensions.co.uk/).

Tameside offers a range of salary sacrifice schemes, plus a number of other **staff benefits** including discounts at local shops, restaurants, health and fitness clubs and much more.