

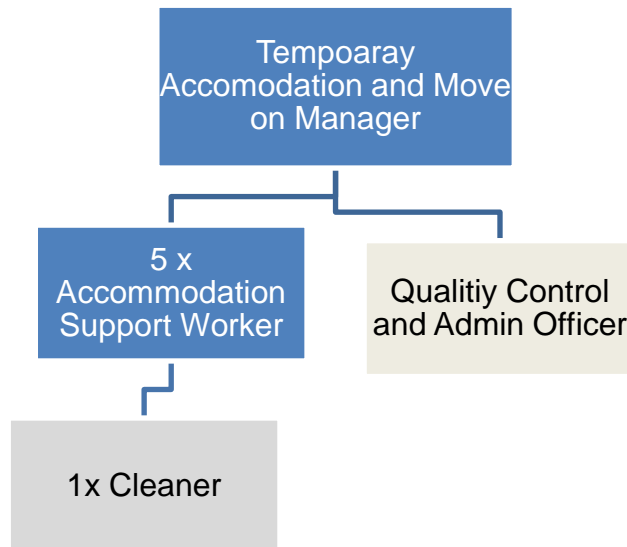
ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE:	Neighbourhoods Directorate
SECTION:	Strategic Housing
LOCATION:	Multiple locations/N1R/2 Smith Street
JOB TITLE:	Temporary Accommodation and Move on Manager (Single Homelessness)
POST NUMBER:	
Grade:	Subject to evaluation
Accountable to:	Principal Officer / Strategic Lead – Housing
Accountable for:	G7 and below; any staff assigned to the team for a temporary period
Hours of Duty:	37 flexible working hours in accordance with the needs of the service.
Any Special Conditions of Service:	<p>The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council.</p> <p>This post is Politically Restricted in accordance with the current regulations.</p> <p>Some out of hours working and attendance at evening meetings, which will be compensated for in accordance with local conditions of service.</p> <p>Casual user car allowance</p>

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

Organisational Chart



PURPOSE AND OBJECTIVES OF THE POST:

- To lead and manage the local authority's statutory Temporary Accommodation Service for single homelessness households to enable the Council to meet statutory and mandatory Homelessness duties. In accordance with Housing and Homelessness prevention legislation; 1996 Housing Act part VII, 2018 Homelessness Code of Guidance for local authorities, 2018 Homelessness Reduction Act
- To enable and ensure staff to continuously improve the way we deliver, working to meet the statutory requirements and best practice that govern and deliver our services. In particular, maintaining an up-to-date knowledge of relevant government legislation and policy changes in order to identify and implement the appropriate operational response.
- Responsibility for Health and Safety measures are met and adhered to in line with the authority procedures and legislation,
- Maximise revenue income via Housing Benefit and Service Charges.
- To apply robust approaches to case recording, data collection and analysis, and taking an evidence based approach to monitor and improve the quality and focus of our services and improve performance where necessary.
- To lead with other managers to ensure the resilience of the Service in response to internal and external audits, inspections and any other forms of external scrutiny, and to prepare for and participate in these exercises as necessary.
- Proactively develop and lead on the council's action plan to move on these households in temporary accommodation in a timely manner, with clear move on plans

- To assist in managing the budgets in relation to temporary accommodation and ensure a high quality service is managed within budgets allocated.
- To support in the development of move on projects and initiatives; such as liaison with private landlords, the voluntary sector, estate regeneration, homelessness and advice agencies, customer awareness campaigns, and the acquisition and management of temporary accommodation.

Control of Resources

Personnel:

- Responsible the day to day supervision and motivation of all staff allocated to the specified work stream and Team.
- Calculating rent and service charges; receiving and accounting for payments; advising on arrears and payment plans
- Co-responsible with other leads for operational site delivery, including Rochdale Housing Solutions Office(s) within the Borough.
- Required to lead and support staff within each relevant work stream, and Team in their learning and development to meet the aims and objectives of the service and the Council.
- Applying robust management measures to improve performance where necessary, to monitor and improve quality, and to achieve continuous improvement through a 'lessons learned' approach.

Financial:

- Responsible for working in accordance with the financial regulations and procedures of the Authority.
- Responsible for that part of the Service's resources and budgets, which relate to the work of the post-holder.

Equipment/Materials:

- To be responsible for all materials and equipment from time to time issued to the post-holder or used by staff allocated to the post holder.
- Responsible for the safe, efficient and effective use of equipment and materials used by the post holder and the proper maintenance of record systems.

Health/Safety/Welfare:

- Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

Equality and Diversity:

- To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development:

- The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Relationships (Internal and External)

Internal

- Management and staff of the Strategic Housing Service
- Management and staff of other Services within the Authority
- Wider Leadership Team
- Elected Members
- Township Offices

External

- Members of the public
- Management and staff of partner organisations
- Staff and management of other Local Authorities and public
- Registered Provider partners
- Private Developers
- Greater Manchester Combined Authority
- Academic institutions
- Delivery partners
- Local housing providers, managing agents and estate agents
- Local MPs
- Voluntary sector partners

Responsibilities

The post holder must -

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

Values and Behaviours:

Be aware of and apply these values and associated behaviours at all times.

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and Open in our Approach

Strategic Housing at Rochdale Council:

Team principles to support the way we work as a service and to achieve this vision:

- We **build trust** in our service by delivering a consistent experience for everyone
- We **work in solidarity** with colleagues and people, recognising and responding to the changing needs of our borough and services
- We **achieve through taking shared responsibility** and challenging each other to continuously have a positive impact on people's lives

Principal Duties

1. Delivering operational service(s) relevant to the Council's statutory duties as a Local Housing Authority, under relevant legislation and regulations, including:
 - i. Homelessness
 - ii. Asylum
 - iii. Allocations
 - iv. Housing assets & finances
 - v. Housing market assessment & forecasting (all tenures)
 - vi. Commissioning wider programmes
2. Delivering an efficient, high quality and customer-focussed service for a diverse client group including high numbers of vulnerable and disadvantaged households.
3. Developing and maintaining a culture of robust performance management, focusing the efforts of staff on the achievement of specified targets and objectives and making best use of available resources.
4. Working operationally with partners and stakeholders from a range of other Services and agencies in order to maximise the effectiveness of the strategic housing service.
5. Maximise revenue income via Housing Benefit and Service Charges.
6. Working to deliver best practice with other Leads across all work streams within the Strategic Housing Services Team and the wider council.
7. Delivering an efficient, high quality service working to the MEAM/Strengths based frameworks and practices for meeting the needs of a diverse client group, including high numbers of vulnerable and disadvantaged households
8. Identifying holistic and value-for-money solutions through casework and joint working with other services, stakeholders, partners and agencies
9. Delivering the development of initiatives to meet all aims of the service, including homelessness prevention and relive, increasing move on through initiatives and supply of properties, mobility and relocation, and delivering with external regional partners where necessary.

10. Support staff members in dealing with difficult member situations where officers require support including providing opportunities to de-brief and supporting the completion of incident reports and complying with safeguarding concerns.
11. Effectively monitor performance to meet service and individual targets, highlighting any concerns and undertaking action to address under-performance in a supportive manner
12. Ensure case management and data is recorded and managed to a high standard
13. Collect and present outcome related information and client data together with case studies and any other reporting information as required for monitoring
14. Attendance at MDT's, MRM's, Safeguarding meetings and external agency case reviews for temporary accommodation residents, those at risk of rough sleeping or facing risk of homelessness (early intervention/prevention).
15. Partnership working, representing strategic housing to ensure MEAM, person centred and trauma informed approach is aimed for across temporary accommodation and prevention services as well as collectively abiding by/following legislation.

Secondary Duties

1. To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.
2. To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Head of Housing in consultation with the post holder (and if he/she so wishes, with his/her Trade Union representative).

Job Description prepared by	<u>Hannah Courtney-Adamson</u>	Date	<u>1.12.23</u>
Agreed by Post holder	<u></u>	Date	<u></u>
Supervisor	<u></u>	Date	<u></u>
	<u></u>		<u></u>
Service Director	<u></u>	Date	<u></u>

**Rochdale Borough Council
Person Specification**

Service :	Neighbourhoods Directorate	Post:	Temporary Accommodation and Move on Manager (Single Homelessness)
Section :	Strategic Housing	Post Number :	
Job Ref:		Grade:	Subject to assessment

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
(a) Special Working Conditions		
1 Attendance at evening or weekend meetings, as directed, will be expected for which compensatory leave will be given in accordance with the local scheme.	E	AF
2 Willingness to undertake and participate in training and development activity.	E	AFI
3 Please confirm you are willing and able to travel in the course of your duties for which appropriate allowances will be paid.	E	AFI
(b) Qualifications and Experience		
4 Degree level housing or similar qualification and/or supervisory experience in homelessness, Temporary or Support Accommodation, and Housing	E	AFI
5 Experience of delivering operational housing and accommodation services at a senior level.	E	AFI
6 Experience of developing and maintaining effective and influential relationships and partnership, both internally and externally, to deliver highly successful partnership / multi-agency working.	E	AFI
7 Confidence, experience and skills to challenge, persuade and negotiate at all levels and in difficult circumstances, both within own organisation and external partners and / or contractors.	E	AFI
8 A successful record of leading, motivating and managing staff, to achieve continuous improvement.	E	AFI
(c) Skills and Knowledge		
9 In depth knowledge and understanding of housing issues and the implications, priorities and challenges across sectors and in related areas; for example social housing, registered housing providers, homelessness, private sector housing, welfare reform and local welfare provision.	E	AFIA

10	Detailed knowledge of housing legislation, as applicable across relevant work streams. Such as Housing Act 1996.	E	AFI
11	Ability to work autonomously; to plan, organise and prioritise workload and resources whilst under pressure and meeting deadlines.	E	AFI
12	Able to prepare and present reports, outcomes, and materials, with excellent written skills	E	AFI
13	Excellent communicator with an ability to understand and explain complex information to a range of audiences, able to offer solutions and make appropriate recommendations.	E	AFIA
14	Able to motivate, lead and inspire others for the continuous improvement to the service.	E	AFIA
15	Ability to show initiative, strategic and political awareness demonstrated in problem solving and decision making.	E	AFIA
(d) Behaviours and Values			
16	<p>Approach the job at all times using the values set out below:</p> <ul style="list-style-type: none"> • Proud of the difference we make • Passionate about the diversities of the Borough • Pioneering and Open in our Approach <p>Please confirm you are willing to adhere to these values and behaviours.</p>	E	AFIA
17	<p><u>Strategic Housing Service Principles</u></p> <ul style="list-style-type: none"> • We build trust in our service by delivering a consistent experience for everyone • We work in solidarity with colleagues and people, recognising and responding to the changing needs of our borough and services • We achieve through taking shared responsibility and challenging each other to continuously have a positive impact on people's lives <p>Please provide an example/s of how you have worked to realise these types of principles – this could be in your work, volunteer, or other activities</p>	E	AFIA