

ARUN DISTRICT COUNCIL

JOB DESCRIPTION

Designation:	Housing Options Manager
Grade:	
Directorate:	Services
Service:	Residential
Location:	Civic Centre, Maltravers Road, Littlehampton, West Sussex
Responsible to:	Group Head of Residential Services
Responsible for:	Housing Options, Homelessness prevention, relief, advice, assessment and support Procurement, placement and management of temporary and private rented sector accommodation Council's Housing Allocation Scheme and Housing Register

JOB PURPOSE

To inspire and lead the Housing Options Team, ensuring the delivery of a holistic, high quality, customer focussed service to households in housing need, which is right first time.

Ensure that the Council meets all of its statutory obligations in relation to Homelessness, Allocations and Regulatory requirements.

Creating and maintaining a high performing team, particular emphasis will be on the prevention and resolution of housing need and homelessness to enable improved housing and wellbeing, ensuring that customers have access to support, guidance and advice on other areas of their lives that may be impacting on their housing situation. Overall, commitment to developing and motivating a high performing team as well as contributing to a positive culture within the workplace is essential.

Provide effective leadership, guidance and support to deliver change and service modernisation.

Work to promote the involvement of residents

DUTIES AND RESPONSIBILITIES

1.0 STRATEGIC AND OPERATIONAL

- 1.1 Lead, manage and provide support and guidance to the Housing Options Team, encouraging an innovative, outcome focused, multi-agency approach to advice and assessment, ensuring that all performance targets/outcomes are met and that all available housing options – including moving out of the area and/or into private rented accommodation, are fully explored in order to prevent and resolve homelessness. Embedding and driving a culture of continuous improvement, innovation and customer focused service delivery.
- 1.2 Build and promote effective working relationships working collaboratively with internal and external partners, including Private Sector Housing, Revenues and Benefits, Customer Services, West Sussex Police, Community Safety Partnership, West Sussex County Council, Citizens Advice, Public Health, Voluntary Sector, Housing Associations and other local advice and support providers.
- 1.3 Maintain management information systems relating to the performance of the team. Provide regular management information reports on performance and propose solutions where problems are identified. Benchmarking the service against others to ensure that value for money is offered and best practice implemented.
- 1.4 Accountable and responsible for managing the budget for the Housing Options Team, including temporary accommodation, raising any issues with the Group Head of Residential Services. Maintaining robust financial controls that ensure effective budget management delivered in accordance with the Council's financial regulations.
- 1.5 Ensure that all Housing Options functions meet legal requirements and Council policies and procedures are adhered to in an effective and consistent manner, including providing complex advice and guidance to senior officers.
- 1.6 Carry out reviews of decisions made under the Housing Act 1996 (as amended) Part VI and VII, Homelessness Reduction Act 2017 and the Council's Housing Allocation Scheme.
- 1.7 Support customers in accessing guidance, advice and support about problems and issues they may be experiencing alongside housing, such as promoting employment and training in order to increase their financial independence to enable long term sustainable housing solutions, as well as accessing support to maximise overall independence regardless of any financial, medical, physical or mental health difficulty.
- 1.8 Lead in the development, and delivery of strategies, policies and procedures linked to this service area, which reflect best practice including joint implementation, monitoring and review of the Council's Housing and Homeless Strategy.

- 1.9 Support and contribute to corporate projects, the work of the Residential Services Management Team and the Service, attending a range of meetings and deputising for the Group Head as required. Ensuring that staff understand the priorities, objectives and policies of the Council and the Directorate and are able to successfully implement decisions.
- 1.10 Ensure that the Council receives its full entitlement to nominations and that all nominations are made in accordance with policies, procedures, nominations agreements and other mobility initiatives.
- 1.11 Manage Health and Safety within the workplace and for staff carrying out home visits. Ensure safety of all staff, service users and others in accordance with applicable health and safety policy and procedures.

2.0 PEOPLE MANAGEMENT

- 2.1 Responsible for managing and coordinating the Council's Housing Options Team including the delivery of the Council's objectives and service standards, setting and reviewing both team and individual standards of performance and work targets/outcomes.
- 2.2 Responsible for creating a performance orientated culture, recruiting, managing and motivating all staff ensuring that appropriate work plans, appraisals, 1:2:1 supervision, appraisal and staff development programmes are in place and delivered. Providing guidance, support, training and development where required to achieve excellent levels of customer service delivery.
- 2.3 Ensure development of a thorough staff induction programme setting out clear standards to be achieved by the end of a probationary period.
- 2.4 Make clear and timely decisions and communicate effectively and openly with staff and customers ensuring engagement as far as possible across all levels.
- 2.5 Model the values and behaviours expected from senior staff that are consistent with "Arun Cares" competency framework.

3.0 GOVERNANCE AND COMPLIANCE

- 3.1 Maintain effective management systems and be responsible for complying with all of the Council's policies, procedures, regulations and initiatives, in particular, Equality and Diversity, Health and Safety, General Data Protection Regulation and Safeguarding.
- 3.2 Maintain business continuity and emergency response capabilities within the Service, responding to emergency situations when required.
- 3.3 Prepare and update service and team plans for the approval of the Group Head of Residential Services and proactively assist with the management of

the Council's risk management strategy which embraces best practice policies and procedures to provide effective control and mitigates the Council's exposure to risk.

- 3.4 Participate in the transparent and fair selection of key staff for the Residential Services and, with the support of Human Resources, manage disciplinary and grievance matters in accordance with delegated authority and the Council's Human Resources policies.
- 3.5 Maintain and develop proactive relationships with tenant and leaseholder representatives and encourage resident involvement and active engagement to shape the future delivery of services. Ensuring it remains responsive to the needs and experiences of residents.
- 3.6 Prepare detailed reports on key issues, including performance, staffing issues, legislative changes as and when requested by the Group Head of Residential Services. When required to also prepare and deliver written or verbal reports for the Corporate Management Team and various Council Committees.
- 3.7 Ensure that all works completed in this service area are in accordance with Arun District Council's standing orders, financial regulations, legal requirements and statutory and regulatory obligations, ensuring adequate monitoring and auditing processes are in place.

4.0 GENERAL

- 4.1 As a member of the Residential Services Management Team contribute towards setting the strategic direction of the service and meeting the objectives of the Housing Revenue Account Business Plan and Corporate Plan.
- 4.2 Prepare responses to FOIs and enquiries and complaints from customers, MPs, Councillors and the Ombudsman. Learning from complaints to improve and inform future service delivery.
- 4.3. Identify and place bids for external sources of funding.
- 4.4 Be responsible for committing to continuous professional development to maintain relevant up to date skills.
- 4.5 Positively promote and represent Arun District Council in the community, the housing sector and with other organisations, attending meetings, events and conferences and speaking in public.
- 4.6 Undertake any other duties appropriate to this post, as necessary or as requested. The postholder may be required, at times to work in excess of normal working hours and be required to travel.