**Job Description**

**Housing Strategy Support Coordinator**

**Role Profile** Specialist BCP Band J **Service/Team** Strategic Housing and Partnerships  **Reports to**  **Number of posts** 1

**Number of reports** 0

**Job Overview**

**My job improves the quality of life for the people of Bournemouth, Christchurch & Poole Council by…**

Supporting the delivery of the Councils Housing Strategy to provide a safe, secure and sustainable home where it is needed and thereby enabling people the opportunity to live well. Supporting services across the council and wider stakeholders update progress. Ensuring delivery plans are in place and coordinated which provide outcomes for residents.

**Job Overview**

Support the delivery of a comprehensive action plan that delivers BCP’s housing strategy and strategies within the Housing service.

Develops and reviews a wide range of housing related policies, protocols and partnership agreements.

Responsible for the delivery of the Housing Delivery Programmes including all workstreams, partnership and operational groups relating to specific housing & community services projects across BCP.

Act as an advocate for residents and communities of BCP; ensuring that the insight and lessons learnt throughout practice are taken into account when developing strategies and delivering outcomes across strategic housing and partnerships.

Using a range of engagement approaches and techniques to ensure residents and communities are aware of the support available to them.

**Key Responsibilities**

Co-ordinate processes and systems from a range of sources that assesses compliance across a management assurance framework.

Supports the adherence of housing practice through scrutiny of adherence to policy and procedures on behalf of the housing service.

Support projects and business development initiatives that drive forward improvements to housing services.

Ensures the housing service has up to date legislative information, training and support to deliver its statutory functions.

Provides regular communication updates for the housing strategy priorities across BCP and to all its stakeholders.

Coordinates feedback events with staff, residents and communities of BCP; ensuring that their voice is heard and taken into account when developing and delivering the strategy, associated policies and outcomes.

Supports Projects that secure additional resources which enable delivery of BCP’s strategic housing priorities.

Provides support to the preparation of central government resource bids that deliver the outcomes of the housing strategy.

Ensure an embedded focus on the Housing Service Unit’s vision:

* Ensure that BCP’s Housing Strategy action plan is regularly updated
* Provides support to strategic housing managers across the Housing portfolio, including Housing Management, Housing Options, Housing Related Support, Refugee Resettlement, Private Sector Housing
* Supports the coordination and administration of a robust quality audit framework for targeted areas of housing service delivery
* To take a lead role in supporting engagement with local communities in regard to meeting specialist housing & support needs
* Analyse data and interpret customer information highlighting relevant trends or issues to managers in order to support informed decision making and service development
* Supports the housing service with service improvement, systems review and responses to legislative change, service demands and resident requirements
* Collates and coordinates feedback required for responses to government consultation on housing matters
* Supports the delivery of other housing related strategies, homelessness & private sector housing strategy
* Support the formulation of service wide strategic housing and operational policies
* Support coordination of new working methods and practice
* Provide relevant staff health and safety information to the Housing service, such as the Health and Safety at Work Act and GDPR legislation
* To set a positive and proactive culture within the Strategic Housing Service and ensure that the organisations behaviours are embedded.

**Specific Qualifications and Experience**

* Relevant degree (or equivalent experience)
* Advanced Qualification in Housing or be able to demonstrate knowledge, skills and experience in housing services and wider housing policy issues
* Well developed and authoritative knowledge and understanding of housing legislation (including regulatory requirements and the risks of non-compliance), housing policy and practice, tenancy management and housing pathways
* Project management qualification or relevant experience
* Experience and ability to work in partnership, develop relationships with a range of organisations and partners
* Ability to collate, analyse and organise complex information, data, service demands and prioritise effectively
* Experience of supporting and organising complex schedules, plans and service targets across a range of stakeholders
* Experience of working on specific projects and project planning, adaptable to changing priorities
* Excellent presentation and writing skills to communicate with high level audiences and tenant groups
* Excellent negotiation skills and diplomacy to work with a wide range of stakeholders on complex and contentious issues.

**This role requirement not covered:**

Make evidence based and outcome focussed decisions using proactive risk management and where set procedures provide only general guidance, **without necessarily** referring complex decisions to a manager.