# Job Description

**Principal Housing Options Manager**

**Role Profile MUL081**

**Service/Team** Housing

**Reports to** Service Manager – Housing Options

**Responsible for** Senior Housing Options Officers, Housing Options Officers, Landlord Liaison Officers, Allocations Officers, Housing Apprentices

**Number of posts** 1

**Post number**

**Career Grade** K

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by supporting a team of Housing Options Officers to prevent homelessness**

**Job Overview**

To supervise and manage a large team who assist vulnerable people to access and maintain accommodation, co-ordinating housing assessments, providing support, interventions and safeguarding where appropriate, to help them increase their independence and quality of life.

To support the Housing Response Manager with the management and development of the service so that housing services are effective.

## Key Responsibilities

* To effectively manage the frontline housing options service ensuring the right advice is provided at the right time helping people to resolve their housing need.
* Line mange and supervise Housing Options Teams, reviewing performance and ensuring the service is delivered in accordance with legislation, policy, and procedure.
* Provide support and advice with complex decisions under the provision of homelessness legislation and lead reviews of complex and sensitive cases liaising with statutory and voluntary agencies as appropriate.
* Authorise decisions and requests for accommodation in accordance with legislation and case law ensuring the Councils statutory homelessness duty to applicants is discharged in line with legislation.
* Create and maintain operational relationships with partners and stakeholders such as housing providers, uniformed services, other Local Authorities and departments, and the voluntary sector, promoting multidisciplinary initiatives and joined up assistance for vulnerable and complex clients.
* Offer a responsive and preventative approach to dealing with complaints and undertake statutory reviews of decisions made under Part VI and Part VII of the Housing Act 1996 (as amended).
* Manage the effective delivery of the Councils Housing Register and Allocations Policy from application to allocation.
* To chair and/or participate in the Councils Housing Allocation Panels including those for Extra Care Housing, Learning Disabilities and Bespoke Housing Needs.
* Support the development and review of policies and procedures, informed by data and statistics, to ensure working practices are accurate and maintain the effective delivery of services.
* Lead on the recruitment of new staff, understanding the importance of diverse talent and development practices.

## Specific Qualifications and Experience

* Degree qualified or equivalent experience
* Chartered institute of housing qualification or equivalent experience
* Management qualification or equivalent experience
* Advanced knowledge of homelessness prevention practices and comprehensive housing options advice, including other areas such as Adult and Child Safeguarding, sexual violence, exploitation, and human trafficking.
* Advanced knowledge of other legislation relating to families, children, and tenancies.
* Substantial experience in housing services including experience of giving advice to the public on complex and contentious housing matters.
* Experience of analysing data and production of reports that will inform service design.
* Experience of managing a high performing team demonstrating leadership behaviours.

## Personal Qualities & Attributes

* Excellent communication skills in all forms across all sectors of professional and commercial stakeholders and members of the public, with the ability to influence, use empathy to understand complex situations, and to advise others.
* Ability to develop partnerships to meet service needs.
* Ability to work in a highly pressurised, rapid change environment dealing calmly, with courage and integrity and effectively with a wide range of challenging client behaviours.
* Excellent organisation and time management skills.
* Ability to lead a team and provide supervision.
* Ability to make decisions and resolve complex problems through creativity and using lessons learned.

## Job Requirements

* Enhanced DBS check
* Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.
* Ability to participate in an Out of Hours on call rota.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.