**Job Description**

**Service Manager - Housing Options**

**Role Profile** MUL152 **Service/Team** Housing Options and Partnerships  **Reports to** Head of Strategic Housing and Partnerships **Number of posts** 1

**Number of reports** Responsibility for teams totalling around 150 FTEs

**Job Overview**

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

Leading the housing options service to meet housing needs with the delivery of comprehensive assessment, advice and support services that prevent homelessness. Leading the delivery of a rehousing pathway and managing access into affordable & private housing. Ensuring excellent engagement across a wide statutory, non-statutory and private sector partnership for all residents, specifically those more vulnerable.

**Strategic vision**

Lead the delivery of excellent housing advice and assistance to improve the quality of life of the people of BCP, ensure fair access to affordable housing, deliver a comprehensive housing pathway for those in housing need and facing homelessness, and ensure excellent engagement with stakeholders that together have a critical role to play in the broader housing system and access to housing for vulnerable people.

Lead projects that drive forward service improvements and shape policy by developing services in line with national policy, ensuring that services are excellent quality and meet needs.

Responsible for the design and delivery of a number of multidisciplinary professional teams that deliver the Councils statutory housing functions.

Lead the housing options team with the aim of providing a high quality integrated service to meet BCP’s objectives by maximising the potential of people and delivering value for money for our local residents.

Act as an advocate for the residents and communities of BCP; ensuring that their voice is heard and taken into account when developing strategies and delivering outcomes.

Secure new investment and resources to the service using business acumen in collaboration with key stakeholders, leading on operational successes and complex challenges

Ensure an embedded focus on the Housing Service Unit’s vision of delivering ‘*A unified and efficient service which embraces change and improves lives*’.

**Specific accountabilities**

* Ensure that the Council’s statutory homeless and rehousing duties are fulfilled
* Deliver a proactive, preventative, customer focused professional Housing Options service
* Lead on the resolution of complex, sensitive and contentious cases and service policy & process
* Lead the out of hours response to homelessness
* Assist in developing the Homelessness Strategy
* Lead the Council’s Allocations Policy, managing the Housing Register and lettings functions
* Assist in developing a temporary accommodation and lead the Councils Housing Support strategy
* Lead on the implementation and procurement of required rehousing options
* Managing temporary and emergency in-house provision effectively
* Managing inhouse floating support services
* Monitor and ensure operational implementation of the housing delivery programmes
* Assist the delivery of the private sector housing strategy, including the response to landlord relations, empty homes and facilitating close working with the private sector enforcement team
* Lead effective landlord liaison with private sector landlords across all issues
* Ensuring effective liaison with Registered Providers to ensure well managed and maintained homes
* Act as commissioning lead for the housing options IT systems
* Manage the operational budgets used to for temporary accommodation & statutory homeless functions
* Ensure effective staff management of teams
* Ensure effective performance management
* Forge and maintain excellent relations with a wider scope partners and stakeholders
* Lead representation of Housing at multi-agency forums as appropriate
* Deputise for the Head of Strategic Housing and Partnerships
* Contribute to the out of hours response and rota for housing and homelessness

Contribute to the formulation and development of service wide strategic and operational policies.

Develop new working methods and practices, implement change and use meaningful measures of performance that are robust to inform service reviews.

Within area of responsibility be accountable for Elected Member and Senior Officer liaison.

Manage contracts as necessary to deliver quality and value for money for the service.

Manage the budget and ensure that projects and programmes are delivered on time.

Develop strategic engagement and influence with key partners and stakeholders related to the service, both internally and outside agencies/organisations which add value to the Council’s services both locally and nationally.

Be responsible for staff health and safety and ensure teams comply with statutory requirements, such as the Health and Safety at Work Act and GDPR legislation.

Be responsible for the recruitment, management, development, wellbeing, of staff in the service to enable high standards of performance and customer service and ensure that appropriate workforce planning and performance management is in place to enable effective service delivery.

To set a positive and proactive culture within the Housing Options team and ensure that the organisations behaviours are embedded.

**Specific Qualifications and Experience**

* Qualification in Housing or be able to demonstrate significant equivalent knowledge, skills and experience in homelessness, housing options and wider housing policy issues
* In-depth knowledge of homeless legislation and good practice, housing policy and practice, tenancy management and housing pathways
* Detailed knowledge of the strategic housing issues to be addressed
* Established network of industry contacts locally and nationally
* Excellent understanding of the local and national housing needs policy context
* Experience of managing and motivating large and diverse teams
* Management qualification or equivalent experience for management of staff and teams
* Significant experience of managing front line housing teams and effective operational delivery
* Experience of leading high profile innovative projects which have a wide-ranging impact and reputational risk for the council
* Thorough proven structured and strategic approach, with excellent project, change and programme management skills
* Proven leadership skills including the management and development of large teams
* Excellent presentation skills to communicate with high level audiences and tenant groups
* Excellent writing skills
* Excellent negotiation skills and diplomacy to work with a wide range of stakeholders on complex and contentious issues
* Budget management skills