



Job description

Job Title: Strategic Lead, Supporting Communities

Grade: 12

Directorate: Housing and Communities

Reports to: Assistant Director, Customer and Communities

Purpose of the job

To lead a high performing, efficient, effective and customer friendly housing options, homelessness prevention and resettlement service, with a firm focus on a positive customer journey and outcomes.

With a commitment to ensure that homelessness is rare, brief and non-recurring, the post holder will motivate team members to ensure the highest standards of proactive and preventative housing advice and homelessness assistance across the team to achieve positive outcomes for customers, high levels of homelessness prevention performance and a commitment to collaborate across teams and organisations to achieve outcome and address key challenges.

To oversee the development and delivery of all aspects of the housing register case management system, assessments of housing need, liaison with customers, stakeholders and tenancy teams to ensure efficient, effective and sustainable allocation of housing to customers in housing need.

To oversee the delivery of the resettlement programme and to lead as the system owner on the day-to-day management of the housing register system, ensuring that policies, processes and procedures are efficient, efficient, statutorily compliant and demonstrate good practice at all times.

Main areas of responsibility

To directly lead, manage, motivate and supervise the Housing Options and Homelessness Team, ensuring that there is a clear commitment to ensuring that homelessness is brief, rare and non-recurring.

To fulfil the Councils' statutory homelessness duties and ensure customers are provided with a service which complies with legislation and meets the councils' corporate priorities, ensuring that accurate and comprehensive records are maintained

To lead the day-to-day management of the housing register system, ensuring that policies, processes and procedures are efficient, effective, statutorily compliant and demonstrate good practice at all times

To be responsible for the leadership and effective operational management, and the system owner of the MBC Choice Based Lettings (CBL) service and allocations support, working closely with the tenancy team and other housing providers.

To liaise directly with software developers to ensure that the housing register system remains fit for purpose and is developed in line with service and customer needs, and to advise on any future system development or procurement needs

To be responsible for the day-to-day management of temporary accommodation, and to take a proactive role in assessing and implementing innovative alternatives to nightly paid accommodation.

To be the lead for domestic abuse across the council and ensure that frontline teams understand how to recognise, respond and work with victims of domestic abuse.

To be the lead for ensuring care leavers have access to opportunities across the borough, including accommodation

Work in partnership with relevant internal and external partners to identify, develop and successfully implement a wide range of creative and innovative housing options solutions to prevent homelessness that meet the needs of the service and customer.

To focus on the end-to-end customer journey of the service area, ensuring efficient management of resources and communications.

To effectively manage the performance of the housing options team, developing effective performance measures and compiling statistical returns as required, ensuring that data, evidence and insights inform service delivery and development.

To ensure that the housing options and homelessness team operates within statutory obligations and to be the lead officer responsible for ensuring oversight and implementation of any relevant changes to legislation or guidance. The post holder will need to maintain an up-to-date knowledge of all aspects of homelessness legislation

To be the lead officer for responding to relevant complaints and elected member queries, ensuring a proactive approach to communication, engagement and resolution.

To manage and respond to requests for reviews of homelessness decisions and when appropriate, undertake them.

To create or enhance working relationships with partner agencies, stakeholders and the third sector relevant to the service. This will include regular reviews of the partnership approach and working practices to enable effective prevention of homelessness

To play a lead role in budget and resource management including consistent monitoring of service budgets, maximising opportunities to generate income, reduce spend on bed and breakfast accommodation and to lead the development of funding applications where appropriate to support service delivery arrangements.

To carry out periodic file reviews to ensure effective and quality case management, and to implement individual or team development plans if there are gaps or areas for

improvement identified

To assist the Assistant Director, Customer and Communities in developing policies and reports for presentation to senior management and elected members.

To liaise directly with partner authorities, registered social landlords and private landlords to increase the availability of housing opportunities in the borough.

To work closely with internal stakeholders to ensure the effective management of temporary accommodation, Melton Borough housing stock and complex cases.

To assist in the development of sustainable alternatives to nightly paid accommodation, utilising housing in innovative ways to ensure vulnerable individuals are provided with appropriate housing at every step.

To ensure all relevant statutory returns are completed accurately and to provide other statistical information such as FOI requests as directed

Work collaboratively with Children's Services to ensure any homeless 16/17 year old or care leaver is managed in accordance with the Youth Housing Protocol and the needs of families with children are met including families who have been deemed to have become homeless intentionally

To assist with the management of data including the creation and compliance of retention schedules, privacy notices and Information Sharing Agreements

To provide members of the public, stakeholders and landlords with a wide range of housing related advice and in a range of formats, taking a proactive approach at all times. This includes the website and through landlord forums and newsletters making best use of modern technology

To lead on the resettlement programme including Housing needs, funding and budgetary requirements and the partnership systems for data and performance logging.

Values

To promote and ensure our values are embedded in all aspects of service delivery and partnership working:

- **We Care:** Valuing others and developing ourselves; committed and passionate about what we do.
- **We Innovate:** Ambitious, creative and resourceful; putting customers first and learning from feedback
- **We Achieve:** Taking responsibility and seeking excellence; always proud to serve.

Health and Safety

To take reasonable care for the health, safety and well-being of yourself and others who may be affected by acts or omissions at work.

Equality

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to

everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.

Criminal background check

Safeguarding children and adults is of utmost importance at Melton. This role has been identified as requiring a Disclosure and Barring Service (DBS) check. It is an obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status while employed.

The responsibilities and duties listed above will vary from time to time without changing the character of the post or the level of responsibility entailed. You will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant projects, programmes, policies and procedures.



Person specification

Highly developed experience in working in a housing options and homelessness setting, assisting people in finding and accessing appropriate solutions to their housing need

Comprehensive experience in the application of homelessness legislation in a housing options setting, ensuring compliance across a wide range of cases and situations.

Experience in leading the day-to-day operations of a housing options service, including the effective assessment, allocation and solution of demands.

The post holder will need to maintain an up-to-date knowledge of all aspects of homelessness legislation

The ability to empower, lead and direct a team of committed and enthusiastic housing options officers to deliver strong outcomes across a range of priorities.

The ability to prioritise workloads, ensuring resource and capacity constraints are highlighted at an early stage.

Good communication and negotiation skills, facilitating strong collaboration across internal and external partners.

Breadth and depth of homelessness case management experience, with the ability to demonstrate long lasting solutions to complex problems

Strong knowledge and understanding of homelessness, choice-based lettings and temporary accommodation management processes, including the ability to critically assess the customer journey and make informed decisions regarding suitability.

Understanding of and commitment to Health and Safety legislation and guidance

Excellent working knowledge of IT solutions and platforms relating to homelessness and housing options, including Microsoft Office suite applications.

Qualifications – Educated to A-Level or above, or with more than three years' experience in working in a housing options setting.

A housing qualification is desirable for this post.