

Role Profile

Job Family Profile	Leadership – Role A - Head of Homelessness and Housing Options
Organisation Level	Tier 4
Job Family Description	
Shaping services to achieve priorities through leadership of people and management of resources. Setting or influencing the future direction of the wider organisation. Role modelling corporate values and behaviours.	
Work Level Attributes	
<ul style="list-style-type: none"> ○ Operational managers coordinating work, systems and processes of multiple teams to deliver services. Targets are measurable. Adapts priorities / juggles competing requirements to achieve results. ○ Making change happen at this level entails the continuous improvement of existing resources, services and systems. Responsible for development and empowerment of subordinates. ○ Works collaboratively with peers across group disciplines/functions to improve performance or service delivery. ○ Leads on response to changes imposed by the external world (e.g. a legislative change). May collaborate with peers outside of the organisation. ○ Accountable for delivering against annual plans with major contribution to plans for subsequent years. Acts as lynchpin between overall strategic direction and practical deployment of resources to achieve agreed outcomes. 	
Key Responsibilities	
<ul style="list-style-type: none"> ○ Be accountable for operational delivery of high quality customer-focussed services working with service users, partners and stakeholders ○ Be fully accountable for the development and management of devolved operational and capital budgets for the area managed, including developing and agreeing business plans, and contribute to development of strategy for the whole service ○ Lead service transformation, motivating, developing and managing staff through change ○ Develop and maintain effective collaborative working relationships with key strategic partners including Members, government agencies, suppliers, third sector and council departments 	

- Lead the Service in developing best practice, setting objectives and performance measures
- Be accountable for compliance with statutory duties, internal and external audit requirements and service standards

Role Specific Accountabilities

- Lead on the prevention of homelessness within the City, initiating and developing inter-agency working to deliver the Council's Homelessness and Rough Sleeping Strategy
- Lead on the strategic development of policies and processes for Allocation of social housing in the City in line with the Council's legal duties and corporate priorities
- Provide strategic direction to the provision of innovative and best practice in the provision of housing advice in the city working with partners, stakeholders and customers to reduce homelessness and ensure access to good quality housing
- Lead the development of customer-focussed, inclusive and responsive housing options, allocations and homelessness services
- Develop effective performance monitoring and cost effective policies and processes to improve service delivery.
- Provide advice to Council Members and Committees, including presenting reports and data to inform the decision making process and achieve effective governance.

Key Personal Attributes

- Experience of leading and managing multidisciplinary teams, enabling others, dealing with problems and developing people - including setting objectives and managing performance.
- Ability to make change happen and implement transformation programmes and keep staff motivated through the change
- Experience of contract management and commissioning of services or demonstrable equivalent knowledge
- Demonstrable knowledge of the issues facing local authorities and statutory and regulatory frameworks, policies and procedures relating to the area managed
- Experience of managing large and complex budgets

Role Specific Attributes

- Demonstrable and in depth knowledge of housing policy and housing legislation
- Relevant degree or equivalent experience
- A strong commitment to high quality customer service
- Experience of working at a senior level with council cabinets, boards and committees in a highly complex political setting
- Strong interpersonal and influencing skills with the ability to create and sustain networks within and outside the Council
- Broad knowledge and experience of managing homelessness, housing options and/or allocations service
- Demonstrable knowledge and understanding of collaborative working to prevent homelessness
- Proven/demonstrable ability to make decisions on complex matters relating to individual cases or management generally within the designated area

General Accountabilities

- Uphold and promote the aims of the Council's Equality and Diversity policies to ensure non-discriminatory practices in all aspects of work. Ensure that equality and diversity are embedded in the way the directorate is led, managed and its services are delivered.
- To be accountable for safeguarding and effective exploitation of all data and information systems within the area(s) managed in line with corporate risk management protocols, and in collaboration with services across the organisation.
- To ensure that all operations are conducted in accordance with the council's Health & Safety policy and all relevant legislation, demonstrating leadership and commitment to continuous improvement in health & safety performance.
- Uphold the Nolan Principles, which are the basis of the ethical standards expected of public office holders.
- To participate in out of hours management arrangements as required by the needs of the service