



**Post Title: Gateway, Temporary & Supported Accommodation Manager**  
**Grade: I**

### **Job Purpose**

To actively and effectively promote the Council's vision, values, aims, objectives and priorities, putting our citizens first through the delivery of best value services.

The post holder is responsible for ensuring that the Council's duties in respect to the provision of temporary and emergency accommodation are fulfilled, ensuring that that suitable offers of temporary and permanent accommodation are provided for Housing Solutions customers in compliance with homelessness legislation.

To ensure that there is sufficiency in temporary accommodation provision, including sourcing and securing a supply of options for emergency use.

To be the lead manager for the Homelessness Gateway, securing placements in supportive accommodation for homeless citizens with multiple and complex needs

### **Service Leadership Expectations**

As a service leader you will be expected to demonstrate our core behaviours, built around four central themes:

- **Leading People:** by building high performing teams, empowering and motivating others and being a role model for the organisation and its values.
- **Equality Diversity & Inclusion:** by creating a culture of respect and inclusivity in the services we provide and embedded within our workforce.. Ensuring Equality, Diversity and Inclusion, are fully considered in all our decisions and we give due regard to advancing equality.
- **Change & Innovation:** by driving change and a culture of continuous improvement, exploring new and innovative ways to design and deliver our services.
- **Collaboration:** by working across boundaries, building relationships and creating joined up services to deliver the best outcomes for the people of our city.

### **Specific Duties**

1. To have operational responsibility for ensuring that the Council's duties in respect to the provision of temporary and emergency accommodation are fulfilled and that there is sufficiency in temporary accommodation provision, including sourcing and securing a supply of options for emergency use.
2. To manage the Temporary & Supported Accommodation Team to ensure that suitable offers of temporary and permanent accommodation are provided for Housing Solution's customers in compliance with homelessness legislation and ensuring that MAPPA arrangements and the presenting needs of the household are met.



3. To be the lead manager for the Homelessness Gateway, securing placements in supportive and temporary accommodation from housing and support providers, for example, voluntary and registered providers, refuges and commissioned supported accommodation for use by Housing Solution's customers through negotiation, nominations and the development of robust Service Level Agreements where required
4. To work alongside commissioners to establish appropriate targets and outcomes for housing providers to achieve to assist the City Council discharge its duty under homelessness legislation. This will include being the operational lead in monitoring performance, enforcing SLAs and ensuring effective partnership working between the Temporary & Supported Accommodation team and commissioned accommodation based services.
5. To provide advice and assistance in relation to homelessness prevention and leading on relevant development projects
6. To direct the Temporary & Supported Accommodation team to deliver improved outcomes for individuals, to provide advice to address any ongoing support needs and access ongoing support for vulnerable customers. These will include
  - Operate a comprehensive, customer focussed needs and risk assessment process
  - To deliver and encourage providers to adopt an inclusive approach to supporting accommodation placements for individuals with multiple and complex needs
  - Delivering an ongoing barriers to move on survey, identifying solutions and feeding back gaps in support and accommodation provision to commissioners
  - Supporting the review of the existing eviction from temporary accommodation protocol and promoting it's use throughout all supported accommodation provision
7. To manage and direct the Suitability Officer to deliver a comprehensive assessment of housing, support, risk and social needs of households in the context of securing suitable and sustainable housing options
8. To manage all reporting colleagues cohesively to ensure they are high performing and meet the objectives set out in the corporate and operational plans.
  - Promoting and delivering a performance culture in the service area,
  - Holding regular one to one meetings and appraisals with team members, setting clear targets and maximising development opportunities
  - Focusing on the implementation of customer care initiatives
  - Encouraging customer feedback as a tool to develop the service and relevant procedure guides
  - Ensuring that a high quality responsive service is provided that seeks to prevent homelessness in the first instance wherever possible.
  - Ensuring that where required appropriate referrals are made for Private Sector, temporary and supportive accommodation and permanent accommodation are made in a timely fashion and that all accommodation is suitable for the household
  - Deliver regular team meetings to address legal developments, technical decisions, casework and operational issues (including Health & Safety matters), providing sound and up to date information and recommendations for changes in practice
9. To establish and monitor appropriate targets and outcomes that are challenging, in order to achieve a managed reduction in the use of temporary accommodation and incidents



of repeat homelessness. Ensure that there are appropriate targets set and achieved in relation to those people from disadvantaged groups.

10. Provide strategists, funders and commissioning bodies with relevant monitoring, reviews and performance returns to ensure the continuation of funding for projects and services that support the work of Housing Solutions service including Gateway accommodation services.
11. Develop strong partnerships with Housing, Health, Mental Health, Care, Support and Voluntary Sector organisations in order to access services for Housing Solutions' customers and to maximise homelessness prevention and tenancy sustainment
12. To be a leading member of the management team, assisting in risk management processes, service planning, budget preparation and monitoring as well as supporting and developing the broader team
13. Support the development of an annual plan that has high performance expectations, delivers positive outcomes for citizens and meets operational objectives set out in broader corporate plans.
14. Actively promote and embed Equality, Diversity and Inclusion through all actions and in accordance with the organisation's EDI Strategy and objectives.
15. Contribute to our corporate responsibility in relation to climate change by taking action and limiting the carbon impact of activities within your role and championing this work.
16. To be on call out of hours, on a rota basis in order to respond to emergency homelessness decisions

**Numbers and grades of any staff supervised by the post holder:**

- 2 x Temporary & Supported Accommodation Advisors (D)
- 6 x Temporary & Supported Accommodation Officers (F)
- 2 x Move On Coordinators (F)
- 1 x Suitability Officer (G)

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

**This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.**

**Produced by Debbie Richards**

**Date July 2023**



**Person Specification:  
Gateway, Temporary & Supported Accommodation Manager**

Area of responsibility	REQUIREMENT	MEASUREMENT		
		A	AC	D
<b>Vision, Strategy and Delivery</b>	<p>Experience as a service leader in a complex organisation, with experience of;</p> <ul style="list-style-type: none"> <li>- Delivering against outcomes and creating clear objectives</li> <li>- Creating a culture of continuous improvement</li> <li>- Commercially aware with strong analytical skills</li> <li>- Awareness of key issues in your market and for the city of Nottingham</li> </ul>	✓	✓	
<b>Leading People</b>	<p>Evidence of successfully leading teams, with experience of;</p> <ul style="list-style-type: none"> <li>- Motivating people and creating high performing services</li> <li>- Empowering others to take decisions</li> <li>- Successfully managing wellbeing and resilience</li> <li>- Ability to plan for the future, with effective workforce planning skills</li> </ul>	✓	✓	
<b>Change and Innovation</b>	<p>Able to lead service through change, with experience of</p> <ul style="list-style-type: none"> <li>- Evidence of leading change programmes, bringing others on the journey with you.</li> <li>- Identifying and delivering innovative service delivery models</li> <li>- Able to create a culture of continuous improvement</li> </ul>	✓	✓	
<b>Collaboration</b>	<p>A collaborative leader, with evidence of</p> <ul style="list-style-type: none"> <li>- successfully in partnership across different sectors and fostering / harnessing partnerships.</li> <li>- Able to develop a culture of collaboration.</li> <li>- Political acumen and able to develop productive relationships with senior figures within an organisation</li> </ul>	✓	✓	
<b>Equality, Diversity and Inclusion</b>	<p>A strong focus on ability and personal commitment to equality, diversity and inclusion, with evidence of:</p> <ul style="list-style-type: none"> <li>- Delivery of inclusive services, understanding the challenges faced and how they can be overcome.</li> <li>- Evidence of developing people and services/teams recognise, respect and value individual needs to achieve a culture of inclusivity.</li> </ul>	✓	✓	



	- Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham's people.			
<b>Service Delivery</b>	Effectively manage a diverse workload under pressure and meeting specified targets and deadlines whilst demonstrating accuracy and prioritisation skills	✓	✓	
	Commitment to delivering a high quality customer focussed service		✓	
<b>Technical Skills and Knowledge</b>	Comprehensive and up to date working knowledge of housing legislation in both the public and private sector.	✓	✓	
	Comprehensive and up to date working knowledge and understanding of homelessness legislation & homelessness prevention initiatives	✓		
	Effective budget management through an understanding of the principles of financial management including preparation, monitoring and best value	✓	✓	
	Experience of delivering outcomes in line with project expectations and funding arrangements, enhancing service delivery	✓	✓	
	Experience of managing multi-functional teams	✓	✓	
<b>Managing Data &amp; IT</b>	An understanding of data protection, customer confidentiality and information sharing as it relates to this role	✓		
	An ability to provide, collate and produce accurate work, for example, correspondence, reports and numerical information using computerised packages	✓	✓	
	Ability to monitor, review, devise, maintain and supervise administrative systems		✓	
<b>Other work related circumstances</b>	Ability to work outside of office hours and at various locations according to service need	✓		
	Satisfactory DBS check at an enhanced level			✓
<b>A - Application</b>	<b>AC – Assessment Centre</b>	<b>D - Documentary Evidence</b>		