

Role profile

Job Title:	Head of Housing Solutions	Grade:	CB4
Department:	Housing Demand	Post no.:	TBA
Directorate:	Housing & Environment	Location:	Perceval House

Role reports to:	Assistant Director Housing Demand
Direct reports:	Managers within Housing Solutions teams
Indirect reports:	Indirect supervisory responsibility for teams within Housing Solutions teams

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- The Head of Housing Solutions will lead and manage the housing solutions teams to ensure the effective delivery of services aimed at preventing and addressing homelessness (including rough sleeping, as well as via our refugee and Homes for Ukraine schemes), providing operational leadership, guidance, and support to team members to achieve organisational goals.
- To lead the service in handling applications under Part VII of the Housing Act 1996 and ensure compliance with the Homelessness Reduction Act 2017, including understanding and applying relevant legislation, policies, and procedures to meet legal obligations, as well as being responsible for leading the service in relation to all legal challenges/judicial reviews relating to statutory homelessness.
- Ensure the housing solutions teams identify and prioritise assistance for vulnerable groups, such as families with children, pregnant women, and individuals with specific needs, for these groups to receive the necessary support and resources to secure stable housing.
- Oversee the operational teams to ensure the provision of interim accommodation for applicants, coordinating with various service providers to secure temporary housing solutions that meet the immediate needs of homeless individuals.
- Ensure suitable long-term housing solutions for individuals owed a homelessness duty, including those found to be homeless, eligible, and in priority need, working with landlords, housing associations, and other stakeholders to secure permanent housing options.

- Contribute to the development of strategies to prevent and reduce homelessness within the borough, including developing and implementing comprehensive plans, collaborating with other agencies, charities, and service providers, and continuously evaluating and improving homelessness reduction initiatives.

Key accountabilities

1. Ensure that service policies, procedures, and processes are continuously developed to reflect legislative and regulatory changes, guidance, and best practices, with a strong emphasis on adhering to legislation affecting the service, and ensure all working practices are compliant and efficient.
2. Establish a culture of continuous improvement and innovation by developing and implementing key changes, including clearly communicating goals and expectations to enhance service delivery, processes, and outcomes, ensuring alignment with the organisation's and directorate's overall objectives, industry trends and best practice.
3. To be responsible for leading the service in relation to all legal challenges, judicial reviews and similar relating to statutory homeless duties.
4. To be responsible for leading and inspiring the workforce, ensuring effective team management, professional development, and fostering a positive and productive work environment in line the council's employment policies, procedures and practices.
5. To engage with community stakeholders and partners, ensuring collaboration and co-creation on joint initiatives and integrating community and partnership working into service planning and delivery.
6. To be responsible and accountable for managing the budget, involving finance teams early, ensuring compliance with financial and procurement rules, policies and processes, proactively managing risks and overspends, and maximising income, funding opportunities and efficiencies.
7. Foster effective communication with all service staff, ensuring they are well-informed and actively involved. Clearly articulate service objectives, provide comprehensive briefings on Council-wide issues, and ensure that corporate messages are effectively cascaded.
8. Draft comprehensive reports, briefing notes, and presentations, support audits and committee meetings with detailed information and analysis and collaborate with the Assistant Director to ensure all documentation meets organisational standards and supports decision-making.
9. To be responsible for identifying, assessing, and managing risks to ensure effective service delivery in accordance with the council's risk management

policy, frameworks, and local risk register, including ensuring the timely escalation of risks to the Assistant Director.

10. Support the Assistant Director in managing relationships with members concerning service delivery and politically sensitive issues by providing accurate and timely information and reporting within your area of responsibility, while representing the service and the council at meetings and events as required.
11. Develop and implement a business continuity strategy for critical service delivery functions, ensuring effective planning and communication, and collaborating with the council's emergency planning team, emergency and health services, partner agencies, and government organisations to establish robust contingency plans and procedures for managing emergencies.
12. Ensure continuous professional development and mandatory training for yourself and your team, fostering a culture of ongoing learning and compliance.
13. To have responsibility for ensuring robust arrangements to ensure the health, safety and wellbeing of staff and others in line with the council's policies, procedures and guidance.
14. Ensure adherence to the council's equality, diversity, and inclusion strategies, policies, frameworks, and legislative requirements, actively promoting these principles in all areas of service delivery, including conducting equality analysis assessments and fostering inclusive interactions with service users, partners, and the workforce.
15. Responsible for delivering accurate insights, establishing and monitoring metrics, and ensuring KPI targets are met, and collaborating with the council's corporate performance team to align with broader organisational goals and reporting requirements.
16. Ensure the safeguarding of vulnerable adults by implementing and adhering to local authority policies, promptly addressing concerns, collaborating with relevant agencies, and providing training and guidance to the housing solutions team.
17. Undertake any duties commensurate with the role, including deputising for the Assistant Director and Heads of Services as needed, to ensure the effective delivery of the department's services.

Key performance indicators

- Delivery of statutory and local performance indicators to maximise the prevention of homelessness; minimise use of temporary accommodation and reduction in rough sleeping
- Securing funding and grants

- Delivery of improvement projects within agreed timeframes and budgets

Key relationships (internal and external)

- Assistant Director of Housing Demand
- Housing Demand management team
- Housing Demand Departmental staff
- Housing & Environment Directorate colleagues
- Council wide senior managers and heads of service e.g. Children's Adults and Public Health, Housing Benefits
- Corporate colleagues e.g., Finance, HR, ICT, Legal, Audit, Commercial hub, and Comms
- External stakeholders e.g., Ministry of Housing, Communities and Local Government, Greater London Authority, Department for Work & Pensions
- Peers in other London Councils
- Other stakeholders e.g. voluntary sector organisations, service providers, resident groups, hoteliers, partnership organisations

Authority level

- Resource allocation and salaries budget
- Financial sign off up to 100K
- Revenue and grant budgets up to £8m

Person specification

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Essential knowledge, skills, and experience

1. Significant experience in housing management or a related field, with a track record of delivering successful housing solutions and homelessness services.
2. In-depth knowledge of the housing legislation including the Homelessness Reduction Act 2017 and the Housing Act 1996, including Part VII applications.
3. Strong understanding of local and national housing policies, strategies, and best practices related to homelessness and housing solutions.
4. Sound knowledge of welfare and benefits systems that impact housing and homelessness.
5. Proven ability to lead, manage, and motivate a team, ensuring high performance and effective service delivery.
6. Strong skills in developing and implementing strategic plans to prevent and reduce homelessness.
7. Excellent verbal and written communication skills, with the ability to engage effectively with a wide range of stakeholders.
8. Strong analytical and problem-solving skills to address complex housing issues and develop innovative solutions.
9. Ability to manage budgets and financial resources efficiently, ensuring services are delivered within budget.
10. Experience of developing and writing successful grant funding bids to secure additional resources for homelessness and housing services.
11. Experience in working collaboratively with other agencies, charities, and service providers to support homeless individuals.
12. Demonstratable experience in managing projects from inception to completion, ensuring objectives are met on time and within budget.

Essential qualification(s) and professional memberships

1. Educated to degree level in a related field such as Housing, Social Work, Public Administration.
2. A Level 4 or 5 Certificate or Diploma in Housing, or a foundation degree from the Chartered Institute of Housing, or a willingness and ability to work towards obtaining this qualification.

3. Membership in a relevant professional body, such as the Chartered Institute of Housing.
4. Evidence of Continuous Professional Development, for example,
 - Formal management training and development programmes such as ILM Level 5 Diploma in Leadership and Management
 - Project Management training such as Prince2 or Project Management Professional certification.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they will do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards