Role profile

Job Title:	Temporary Accommodation Reduction Manager
Department:	Housing Demand
Directorate:	Housing & Environment

Grade:	15
Post no.:	64845
Location:	Perceval House

Role reports to:	Head of Allocations and Accommodation
Direct reports:	Up to 15 officers
Indirect reports:	Occasional indirect supervisory responsibility for other officers in teams and project based work

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

- To provide leadership and management to Temporary Accommodation Reduction officers, Aftercare Officers and support workers involved in move-on processes.
- To work collaboratively across teams within Housing Demand, the directorate, council and with partners delivering seamless end to end outcomes for residents. Including matrix management of services/projects.
- To deliver service across the full range of settings and channels to ensure best outcomes for residents, including face-to-face and home visits.
- To develop move on strategies and plans to support homeless households to find secure long-term accommodation.
- To develop, implement, and manage the move-on process, ensuring transitions are efficient and aligned with their individual needs and circumstances.
- To manage council resources effectively, with a focus on reducing costs, and reducing the use of more costly spot purchased accommodation and B&B usage.
- To ensure clients are prepared for move on through workshops or one-on-one support in areas such as budgeting, tenancy management, and life skills.
- Lead on liaison and negotiations with external agencies, landlords, and housing providers to secure appropriate housing options for clients.
- Developing partnerships internally and externally to ensure the availability of private sector accommodation to enable the discharge of duty to homeless households in suitable accommodation within the relevant homelessness legislative framework.

- Build and maintain strong relationships with local authorities, landlords, private agents, housing associations, and support services to create a broad range of move-on options.
- To develop and implement and after care process that supports tenancy sustainment and financial independence.
- To ensure an effective allocations of temporary accommodation units to meet the various demands and to manage resources effectively.
- To develop, implement, and review service delivery to optimise service delivery ensuring compliance with housing legislation, (including the Housing Act 1996 and the Homelessness Reduction Act 2017, best practices and adapting to changing housing demands, regulatory and legislative requirements as well as leading the service in relation to the discharge of homelessness duties from temporary accommodation.
- Provide continuous training and guidance to staff on housing legislation, best practices, and move-on strategies.
- To collaborate with internal departments, government agencies, non-profits, and community groups to build strong relationships, enhance service delivery, and ensure housing needs are understood and addressed.
- 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.
- To deliver operational excellence in the services, leading continuous improvement efforts and collaborating with other departments to support new property acquisition and supply projects.

Key accountabilities

1. To contribute and lead as directed in ensuring 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. Contribute to a culture of continuous improvement and innovation by supporting the development of and implementation of service improvements, service planning, 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 managing and motivating 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. Ensure that regular 1-2-1s, team

meetings and individual annual reviews are undertaken supported by a clear individual and team plans.

4. To lead and manage assigned projects ensuring all allocated resources are organised effectively and efficiently throughout the life span of the project, ensuring all objectives are achieved.

5. To participate in the Allocations and Accommodation duty rota as directed by the Head of Service.

6. To work out of hours on a rota basis to manage the out of hours service.

7. To represent the department and Council at relevant meetings and as appropriate 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.

8. To manage and monitor budgets, interrogate financial records, authorise expenditure, supporting the compliance with financial and procurement rules, policies and processes, proactively managing risks and overspends, and maximising income, funding opportunities and efficiencies.

9. Foster effective communication with staff, ensuring they are well-informed and actively involved. Clearly articulate service objectives, development of team plans, and ensure that corporate messages are effectively cascaded.

10. Ensure continuous professional development and mandatory training for yourself and your team, fostering a culture of ongoing learning and compliance.

11. Support the Head of Service in 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.

12. Supporting the Head of Service 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, whilst representing the service and the council at meetings and events as required.

13. To ensure complaints, Members Enquiries and FOIs are completed within required timeframes and active reviewing of complaints is undertaken to improve service delivery.

14. 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.

15. 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.

16. 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.

17. 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.

18. Undertake any duties commensurate with the role, including deputising for the Heads of Services and other managers as needed, to ensure the effective delivery of the department's services.

Key performance indicators

- Delivery of statutory and local performance reporting to agreed timescales and quality standards
- Reducing the cost of the service
- Timely identification and notification of applicants to properties
- Delivery of improvement projects within agreed timeframes and budgets

Key relationships (internal and external)

- Head of Allocations and Accommodation
- Housing Demand management team
- Housing Demand 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
- Representing the council as a company director for Locata, if nominated to represent the Council in this respect
- External stakeholders e.g., Ealing Homelessness Forum, Accommodation Providers, including Registered providers, Managing Agents, Landlords, Supported Accommodation providers, Greater London Authority, Ministry of Housing, Communities and Local Government,
- Peers in other London Councils
- Other stakeholders e.g. voluntary sector organisations, service providers, resident groups, partnership organisations

Authority level

- Budgetary responsibility as allocated by Service Head
- Delegated legal responsibility for issuing decisions on housing matters on behalf of the Council
- Management responsibility for officers

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.

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

Essential knowledge, skills, and experience

1. Significant work experience in housing management or a related field, with a track record of delivering successful housing solutions and homelessness services.
2. A comprehensive knowledge of relevant housing legislation related to homelessness, including the Housing Act 1996 Part VI &VII as amended by the Homelessness Reduction Act 2017, Security of Tenure and knowledge of Welfare Benefits Policies as homeless prevention tool.
3. Strong understanding of local and national housing policies, strategies, and best practices related to homelessness and how it influences service delivery.
4. Experience of leading, managing, and motivating a team, ensuring high performance and effective service delivery.   Excellent self-management skills including ability to plan, deal with complexity, prioritise workloads and work effectively to often fluctuating and shifting priorities.
5. Strong project management skills, with experience of successfully delivering complex projects from inception, through delivery to agreed time, cost, quality parameters.
6. Ability to demonstrate skills in developing and implementing plans to prevent and reduce homelessness, including experience in managing projects from inception to completion, ensuring objectives are met on time and within budget
7. Effective verbal and written communication skills, with the ability to engage effectively with a wide range of stakeholders.
8. Ability to demonstrate commercial skills in the negotiations of new temporary accommodation property acquisitions for leased and nightly properties.
9. Strong influencing and negotiating skills to lead the development of relationships, partnerships, and coalitions with a wide range of internal and external colleagues and organisations. To work as part of a team and on own initiative with minimal supervision.
10. Working experience of responding to judicial review and assisting the legal team with defending the Council against legal and other challenges including the housing ombudsman.

11. Strong analytical and problem-solving skills to address complex housing issues and develop innovative solutions.

12. Ability to demonstrate excellent organisational skills with the ability to develop and maintain information and performance management systems effectively used to drive service performance.

13. Ability to collate and analyse complex data with a high level of accuracy, utilising relevant IT tools to produce reports in a clear and precise format and the ability to pay attention to detail for a range of audiences.

14. Ability to manage budgets and financial resources efficiently, ensuring services are delivered within budget. A good understanding of various government funding streams.

Essential qualification(s) and professional memberships

1. Educated to degree level or NVQ Level 4 or 5, or equivalent work experience.

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
• 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	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• 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	• 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	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards