

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Provisional Job Title:</b> Homelessness Prevention and Customer Services Manager (Wandsworth)	<b>Grade:</b> PO6 – MG1
<b>Section: Homelessness Prevention and Solutions Service (Wandsworth)</b>	<b>Directorate: Housing and Regeneration</b>
<b>Responsible to following manager:</b> Head of Housing Services (Prevention and Casework)	<b>Responsible for following staff:</b> Deputy Homeless Prevention and Solutions Manager Deputy Customer Services and Ineligible Cases Manager Homeless Preventions and Solutions Officers x 6 Customer Services and Ineligible cases officers x 6
<b>Post Number/s:</b>	<b>Last review date:</b>

#### Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

#### Job Purpose:



Responsible to the Head of Housing (Prevention and Casework) for the overall provision, management, development and support of a customer focused reception and administrative services for Wandsworth Council, on behalf of the Housing & Regeneration Department, located at 90 Putney Bridge Road and for the management of No Recourse to Public Funds (NRPF) cases.

To manage a team of officers delivering a proactive and comprehensive homelessness prevention and solutions service for anyone at risk of becoming homeless or who may be actually homeless and to ensure these duties are delivered in a clear and transparent way.

### **Specific Duties and Responsibilities:**

- 1) To provide consistent, scheduled and structured supervision across all member of the team(s) within the postholder's responsibility, with a focus of induction/performance/service outcomes and development/training needs. To ensure regular team and other group meetings are held. To implement the employer's HR codes as required.
- 2) To assess team and individual performance outcomes against targets and service aims and priorities, generally and with the employer's annual appraisal scheme. To decide and/or recommend salary advanced under the PRSP scheme.
- 3) To proactively manage the team(s) performance and service delivery using reports and data analytics tools on a regular basis to identify weaknesses, gaps and emerging challenges and to devise and implement strategies to resolve them.
- 4) To create an annual service plan(s) for the team(s) within the postholder's responsibility, ensuring all team members are able to feed in ideas et to promote full ownership of the plan.
- 5) Responsible for all aspects of the front-line service provided at the reception area of the department, anticipating and surpassing customer expectations in order to provide excellent services in a cost-effective manner.
- 6) To review the quality of service delivery of the Department and sets and constantly monitors customer services targets. Identifies and implements service quality improvements, responsible for an effective response to complaints regarding the front-line service. Responsible for health and safety within the public reception.
- 7) Responsible for accurate balancing of the Petty Cash for the Housing department.

- 1) Acts as Budget Holder for NRPf cases reporting changes in expenditure and maximising the level of grant support provided to the Council by Central Government
- 2) Ensures the administration of delegated functions, duties and powers under Part III, Housing Act 1985, Care Act 2014 part 1, Part VI and Part VII Housing Act 1996 (as amended by the Homelessness Act 2002), NIA Act 2003, Immigration & Asylum Act 1999, National Health & Community Care Act 1990, Mental Health Act 1983 s117, Human Rights Act 1998, Local Government Act 2000, Immigration (European Economic Area) Regulations 2006 . To administer these duties in line with best audit practice, relevant statutory Codes of Guidance and case-law.
- 3) Responsible for authorising initial assessment and reviewing programme stage enquiries to the Home Office to establish the status of destitute applicants to establish whether the authority owes or retains a duty. Makes decisions on the provision or removal of accommodation for NRPf clients. Responsible for assessment and decisions authorising payment of subsistence and accommodation. Responsible for financial control of payments for NRPf cases within budget and audit guidelines
- 4) To manage a team of officers delivering a proactive and effective front line homeless prevention and solutions service, with a strong focus on innovative homeless prevention activity.
- 5) To have a thorough understanding of relevant legislation and to respond to new legislation, code of guidance and case law to ensure the service is lawful and to ensure teams are kept fully informed, up to date and trained as appropriate
- 6) Develop and maintain effective working relationships with major stakeholders and partners, internal and external, to ensure that we make the best use of resources available for homeless prevention
- 7) To ensure that the use of the private rented sector in the prevention and relief of homelessness is prioritised applying creative and innovative problem solving to ensure sustainable and affordable housing outcomes for applicants.
- 8) Where prevention of homelessness is not possible to also assess eligibility, qualification and entitlement under the terms of part VII of the Housing Act 1996, taking and approved statutory decisions and associated expenditure.
- 9) To ensure officers are rigorous in the recording of data on IT systems to ensure accurate statistical data is reported and maintained.

- 10) To ensure Deputy Managers are using IT systems to monitor the work of their teams, highlighting under-performing areas and performance improvements and deficiencies.
- 11) To ensure good management practice across the service including regular staff supervisions and team meetings
- 12) Develop clear and measurable objectives, plans and targets for the service, including performance targets under the Council Performance Related Pay Scheme and make recommendations for awards, as necessary.
- 13)** To proactively support the Head of Housing Services (Preventions and Casework) and the Assistant Director in ensuring key performance indicators and targets are fully up to date, using service wide electronic recording and monitoring systems and that action is taken to ensure
- 14)** To provide expert and confidential advice to elected members and Chief Officers on all aspects of the post holder's responsibilities. To draft complex reports including the Borough's formal decision making and scrutiny committees, and to present such reports as required
- 15)** To initiate, participate in and take the management lead on matters relating to compliance and enforcement; taking responsibility for effective negotiations and conflict resolution to ensure outcomes that reflect Council objectives and policies.
- 16)** Managing the service budget, ensuring value for money by effective performance monitoring against agreed performance indicators/targets and ensuring that decisions and correspondence comply with relevant Housing and Homelessness legislation, policies and other material considerations

**Duties at MG1.**

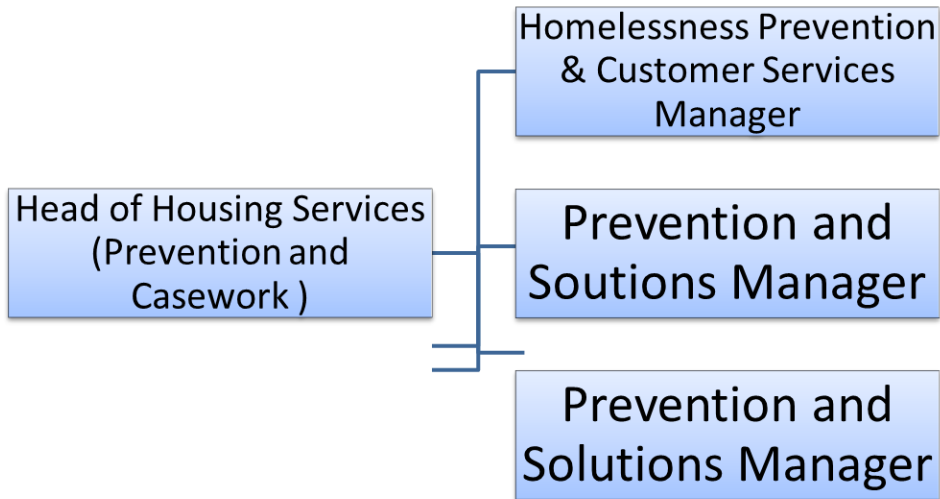
- Takes a leading role in designing and implementing projects to enhance homelessness prevention and relief and partnership working with statutory and non-statutory agencies.
- Regularly advises senior management colleagues on a wide range of complex, sensitive, and substantial issues.
- Prepares committee and similar reports and presents them accordingly.
- Deputises for the Head of Service and/or Chief Officer as required.

## Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

## Additional Information

**Team structure**



For the current structure please go to The Loop.

*When advertising externally please add the current team structure here and remove the sentence above.*

## Person Specification

<b>Provisional Job Title:</b> Homeless Prevention and Customer Services Manager Options Manager (Wandsworth)	<b>Suggested Grade:</b> PO6 – MG1
<b>Section:</b> Homeless Prevention and Solutions (Wandsworth)	<b>Department:</b> Housing and Regeneration
<b>Responsible to:</b> Head of Housing Services (Prevention and Solutions)	<b>Responsible for:</b> Deputy Homeless Prevention and Solutions Manager Deputy Customer Services and Ineligible Cases Manager Homeless Preventions and Solutions Officers x 6 Customer Services and Ineligible cases officers x 6
<b>Post Number/s:</b>	<b>Date:</b>

### Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Detailed knowledge of the law surrounding asylum & immigration, in particular clients who are ineligible or have no recourse to public funds		Y	A/I
Good working knowledge of tenancy and homelessness law	Y		A/I

Knowledge of the various housing options and prevention techniques available	Y		A/i
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
5 years minimum in Housing needs assessment and the prevention of homelessness		Y	A/I
Experience of managing teams providing a front line service	Y		
Experience of managing a busy public reception centre	Y		A/I
Experience of performance appraisal and development	Y		A/I
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Excellent interpersonal skills including, communication skills, both verbal and in writing.	Y		A/I/T
Ability to apply in practice, complex statute based criteria to applications for housing.	Y		A/I
Ability to identify and achieve high pressure service performance standards and targets, with the ability to work well under pressure, in the context of frequently changing priorities and demands.	Y		A/I
Ability to create, maintain and analyse, performance and other management information.	Y		A/I
The ability to work effectively as part of the wider management team, fostering a flexible and results driven culture.	Y		A/I
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Degree level or equivalent through work experience		Y	C/A

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**