



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Temporary Accommodation and Procurement Manager	Grade: MG1
Section: Allocations and Provision	Directorate: Housing and Regeneration
Responsible to following manager: Assistant Director of Housing Services (Allocations and Provisions)	Responsible for following staff: 2x Temporary Accommodation Managers (PO4) 1x Deputy Procurement Manager (PO4) 3 Temporary Accommodation Officers (PO1)
Post Number/s: RWH5500	Last review date: March 2025

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

To be responsible for ensuring the allocation and supply of cost effective, suitable temporary and settled accommodation are available for allocation to meet the Councils' statutory duties.

Specific Duties and Responsibilities

To develop, deliver and promote the procurement and management of competitively priced temporary and settled accommodation, across a range of schemes, provided by registered providers, private sector, and other types of landlords

1. To ensure appropriate and prompt allocation of properties available to the Council to meet the Councils' statutory obligation in line with current legislation and Codes of Guidance.
2. To ensure that use of Bed and Breakfast type accommodation is kept to a minimum and to seek alternative use.
3. To ensure that all properties procured for the Councils' use meet the statutory health and safety standards, as well as the terms/fees/incentives are cost effective to the Councils and within audit guidelines.
4. To be responsible for ensuring that all B&B and other 3rd party temporary accommodation is inspected regularly for occupancy checks, as well as to relevant health and safety requirements are met, particularly under setting the standard
5. To be the housing lead for MARAC and attend statutorily convened or otherwise multi-disciplinary meetings/forums.
6. To assist in the drafting of reports to the scrutiny and decision-making Committees of both Councils and to present them as necessary. To provide confidential advice to elected members and Chief Officers on all aspects of the post holder's responsibilities. To act as a witness in litigation related to the duties of the post, as directed. As and when directed to work in either borough.
7. To lead on the development of the temporary accommodation and procurement strategy to ensure long term supply of competitively priced suitable accommodation to meet the Councils' statutory and policy aims. To develop and promote the Council's schemes to ensure maximum uptake from landlords and forge links to ensure long term cost-effective supply.

- 8 To implement joint working with 3rd party suppliers/agents in procuring private sector properties. Responsible for creating and monitoring appropriate performance targets, procedures, and budgets.
- 9 Responsible for delivering effective post letting service, including the provision of an excellent landlord service and other incentives to encourage landlords to offer their properties to the Council
- 10 Act as a lead officer for any enquiries and or complaints from councillors, members, local government ombudsman, as well as any requests under the Councils' interim duty and Section 202 of the Housing Act (as amended).
- 11 To monitor budgetary, spend against forecast and ensure payments are accurately recorded within audit guidelines.
- 12 To create and lead a team of resilient high performing officers who can negotiate and mediate to procure properties within incentives package. To ensure that they can effectively resolve any potential risks to tenancies being ended.
- 13 To provide training within Housing Services and other Departments to provide an understanding of the role of Temporary Accommodation and establish contacts with key agencies.

Generic Duties and Responsibilities

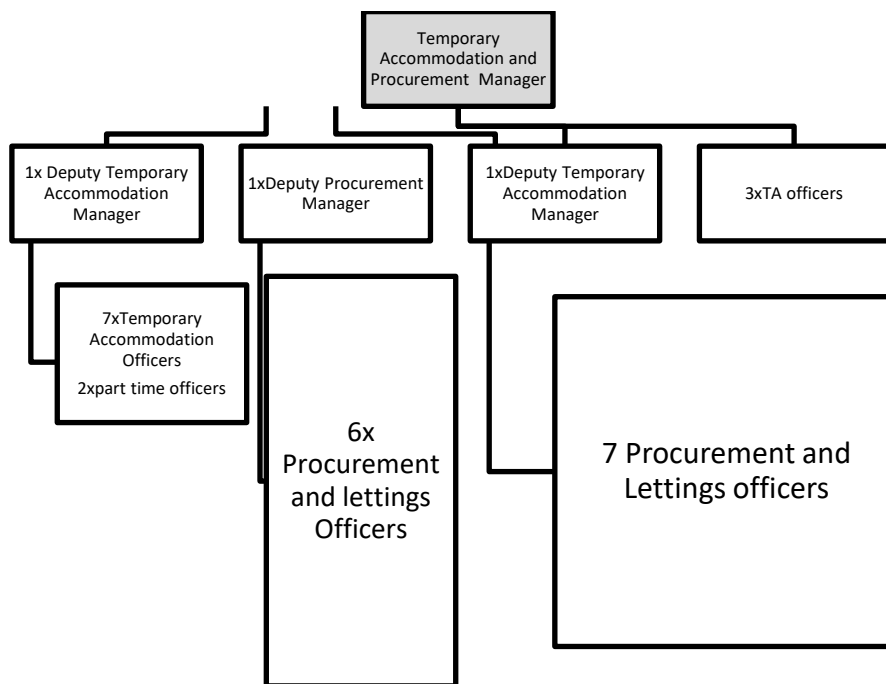
- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls 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

- To manage any financial incentives and ensure project schemes payments are made within Council’s guidelines and in within budgetary requirements.
- Must have use of motorised transport to carry out visits around and outside of the boroughs and/or be able to carry out visits using public transport
- Be prepared to work outside of usual working hours to cover emergencies, particularly for decanting accommodation and requiring accommodation

Team structure



Person Specification

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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 homeless legislation and relevant Codes of Guidance, particularly around allocation of temporary accommodation and discharge of duty	y		
Able to apply Landlord and Tenant legislation including health and safety	y		

Good practice around procurement of properties and arranging leases for large scale schemes	y		
	Essential	Desirable	Assessed
Knowledge of Welfare benefits in the context of the role	y		
Domestic Abuse legislation and MARAC procedures	y		
Skills	Essential	Desirable	Assessed
Ability to identify and implement service improvement changes	y		
Able to identify and create links with key agencies and departments	y		
Motivating and mentoring officers in order to deliver performance targets and effecting change	y		
	Essential	Desirable	Assessed
Excellent negotiation and communication skills	y		
Able to work to deadlines and effectively manage competing priorities	y		
Managing a multi-disciplinary team within a performance framework	y		
Dealing with landlords and effectively negotiating rates in a competitive market	y		
Working in an environment dealing with homeless applicants	y		

A – Application form / CV

I – Interview

T – Test

C - Certificate