

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Deputy Temporary Accommodation and Procurement Manager	<b>Grade:</b> PO4
<b>Section:</b> Allocation Provision	<b>Directorate:</b> Housing and Regeneration
<b>Responsible to following manager:</b> Temporary Accommodation and Procurement Manager	<b>Responsible for following staff:</b> 6 x Procurement & Letting Solutions Officer 2 x Single Persons Lettings Officers
<b>Post Number/s:</b> RWH031	<b>Last review date:</b> June 2024

#### Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement 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.

The Shared Staffing Arrangement 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 acquiring, developing and promoting the Council's accommodation procurement and letting schemes, in order for the Council to discharge its duties under the Homelessness Reduction Act 2017, and other statutory provisions. To develop and manage the post letting service to ensure that tenancies are sustained and homelessness is prevented.

## Specific Duties and Responsibilities

1. Leads on developing links and partnerships with other agencies including private letting agents and landlords, other Local Authorities and Registered Social Landlords (RSLs) to maintain the required level of procurement activity to fulfil the Council's statutory obligations to homeless and potentially homeless clients.
2. Responsible for renewing tenancies in and outside of the boroughs, assessing physical conditions and verifying various issues relevant to the suitability of such properties for the Councils' housing purposes. Negotiates, the terms on which the Council will pay incentives whether by way of lease agreements or as procurement and/or tenancy renewal incentives
3. Ensures best audit practice and value for money in the payment of such incentives and for the recovery of the same where applicable.
4. To carry out inspections of properties in and outside of the borough offered to the Council for use, ensuring that all necessary health and safety checks and occupancy records are undertaken confirmed and provided. Provide guidance and advice to landlords on the standards of properties and management required.
5. Lead on the promotion of the homelessness prevention and acquired new mobility schemes that involve offers of all types of accommodation Responsible for the publicity and promotion of the scheme via social media, internet, landlord packs etc
6. Lead on joint working with finance, in areas affecting the private sector renting and those using the service, in particular monitoring and mitigating as far as possible any risk of increased homelessness arising from welfare reforms affecting private sector tenants.
7. To ensure the team deliver and implement a cost effective and competitive support package for tenant and landlord pre and post letting. Responsible for ensuring that tenancies are monitored and action is taken to maximise the length of tenancy
8. To be the main contact in providing a responsive landlord service in all matters relating to the tenancy, including housing benefit liaison and providing welfare benefits advice.
9. To ensure that suitable and appropriate lettings are made under the prevention and relief duties of legislation, as well as the relevant codes of guidance, including carrying out affordability assessments.

10. To ensure all notifications of Discharge of Duty under Section 193(5) – Housing Act 1996 Part VII (As amended by the Homelessness Act 2002) are assessed and recorded.
11. To develop and implement an innovative procurement scheme to ensure that landlords always approach the Council to offer their properties and to ensure a long-term good supply.
12. To ensure landlords are kept updated on good practice and relevant legislative changes around private sector lettings by arranging quarterly landlord forums in both Richmond and Wandsworth. Provide training and support on the rights and responsibilities for being a landlord including the importance of safeguarding both vulnerable children and adults.
13. Responsible for maintaining performance and accurate budgetary information in line with applicable guidance from the Director of Finance and/or Head of Audit, for the purposes of confirming the authenticity of documents provided in support of claims for Local Housing Allowance.
14. To work with the TA and procurement manager and deputy TA manager to maintain service delivery and ensure that all accommodation needs are met.
15. To be on call for out of hours emergencies and participate in duty rotas across the service.
16. Respond to complaints and enquiries from all internal and external contacts, as required in line with the Council's complaints process and policy.

### **Generic Duties and Responsibilities**

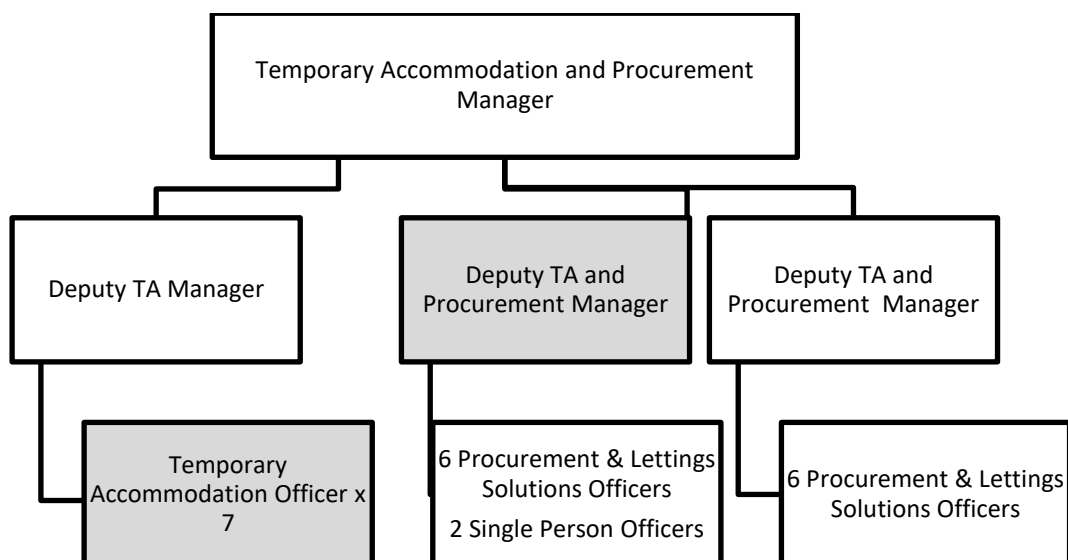
- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, 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.

- Working very closely with Temporary Accommodation and Procurement Team to maximise the opportunities for households. Working collaboratively with all relevant teams.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- 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 be able to carry out property inspections and viewings
- To be part of a team
- Must have use of a car and be able to carry out visits and/or be able to carry out visits using public transport
- To work outside of normal working hours to cover emergencies
- To be able to work with vulnerable applicants
- As and when directed in response to service needs and or service needs to undertake the duties of an officer on property management and allocation team.

### Team structure



## Person Specification

<b>Job Title:</b> Deputy Manager – Temporary Accommodation and Procurement Manager	<b>Grade:</b> PO4
<b>Section:</b> Allocation Provision	<b>Directorate:</b> Housing and Regeneration
<b>Responsible to:</b> Temporary Accommodation Manager	<b>Responsible for:</b> Procurement Officers
<b>Post Number/s:</b> RWH031	<b>Last Review Date:</b> June 2024

### Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the SSA 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
Welfare reform in context of accommodation	A/I		
Suitability of accommodation and ending homeless duty of Discharge of Duty under Section 193(5) – Housing Act 1996 Part VII	A/I		
HHSRS		A/I	
Experience	Essential	Desirable	Assessed
Managing a front-line team and working under own initiative. As well as being able to adapt quickly when priorities and targets change.		A/I	

To be able to apply working knowledge of complex legislation applicable to the post in particular, homeless legislation, welfare reform	A/I		
Good practice around property inspections as well as Landlord and tenant legislation including Housing Health and Safety Rating System.	A/I		
Proven excellent communication, mediation skills in dealing with landlords and applicants, particularly those who may have disabilities or are vulnerable	A/I		
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
The ability to work effectively in a busy, pressurised environment within a team in any location. As well as being able to adapt quickly when priorities and targets change.	A/I		
The ability to apply working knowledge of complex legislation applicable to the role in particular, homeless legislation, case law, welfare benefits, relevant Codes, as well as landlord and tenant law,	A/I		
To apply good practice around property management letting, together with working effectively with landlords. To demonstrate the ability to undertake inspections in and out of the borough relating to health and safety standards in the private rented sector.		A/I	
The ability to demonstrate excellent communication, mediation and negotiation skills effectively, in writing and verbally, with applicants, landlords, letting agents, other teams and external agencies. Ability to arrange information and training events for landlords and agents.		A/I	
To be able to proactively pursue and maintain links with landlords and letting agents in order to maximise opportunities for procurement of properties.		A/I	
The ability to produce accurate financial records and audit payments.		A/I	
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Maths and English GCSE and above or equivalent	A/C		

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**