

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Deputy Housing Reviews Manager	Grade: PO5
Section: Housing Assessment and Adaptation	Directorate: Housing and Regeneration
Responsible to following manager: Housing Register and Reviews Manager	Responsible for following staff: Housing Reviews Officers x 2 Senior Housing Reviews Officer x 1
Post Number/s: TBC	Last review date: New post

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

Responsible to the Housing Reviews Manager to assist with the overall coordination of the statutory and non-statutory review functions of applications made to the London Borough of Richmond Upon Thames and Wandsworth Borough Council under the Housing Act 1996 (as amended by the Homelessness Act 2002), the Homelessness Reduction Act 2017 and having regard to the Homelessness Code of Guidance and the relevant Council Allocation Schemes. Working across both boroughs to assist with ensuring that review decisions comply with the requirements of the relevant legislation and to manage a team of reviewing officers

Specific Duties and Responsibilities

1. Responsible for dealing with a caseload of reviews under both Part VI and VII of the Housing Act as amended and reaching appropriate, lawful decisions and ensuring that written notification is provided to the applicant or their representative on conclusion of review and for ensuring that all records are appropriately and accurately updated so as to reflect the enquiries and outcome of the review.
2. Conduct reviews where the original decision maker is a senior officer, necessitating a higher-level reviewing officer to ensure compliance with the Review Regulations 2018.
3. Responsible for maintaining a detailed knowledge of case law as it pertains to Housing Reviews and for ensuring that any considerations relevant to a review are clearly communicated in the written notification and ensuring that Housing Reviews Officers are provided with appropriate direction in relation to case law and other legislative or public law considerations.
4. Responsible for providing guidance and instruction to Housing Reviews Officers regarding the nature and extent of appropriate enquiries and providing quality control by way of regular monitoring and case supervision ensuring that deadlines are observed.
5. Responsible for providing detailed verbal and written feedback to the original decision maker and other relevant managers regarding the reasons for any review decision and identifying trends for feedback to the wider management team.
6. To assist the Housing Reviews Manager in ensuring that all review decisions are legally robust and issued within statutory guidelines and where the Council is further challenged by way of s204 appeal to act as a lead officer with subsequent and other litigation in the client role.
7. To attend Court as a representative of either Council in response to litigation and to provide assistance and guidance to counsel on behalf of the authority and for such guidance to be in relation to the interpretation of the Council's procedures and policies as well as providing detailed information on the matter under litigation.
8. To authorise and negotiate settlements on behalf of the Council either prior to Court or at Court hearings and to notify/or seek approval from the Housing Reviews Manager.

9. To use case and data management systems to proactively manage team caseloads including systems for monitoring casework stages and ensuring that reviews are carried out in a timely manner and observing any applicable deadlines.
10. To ensure high quality and consistency in decision letters issued by officers and to ensure such decisions are made known to the client or their representative in a timely manner ensuring that all decisions are robust.
11. To assist the Housing Reviews Manager to identify training opportunities arising from reviews outcomes encompassing all areas of the wider housing service. Providing detailed feedback and guidance to colleagues to assist them to provide and maintain excellent service standards and to ensure that decisions are both robust and lawful.
12. To assist the Housing Reviews Manager in the day to day allocation of work to the Housing Reviews Team and to provide guidance on the interpretation of complex legislation and the statutory duties of the Council on relevant legislation and enactment of law and ensure implementation of any subsequent changes arising from amendments in statute and guidance.
13. To consider requests to provide interim accommodation pending the outcome of review and where that decision is not in the client's interest, to produce a detailed notification to the client setting out the Council's decision and to deal with any Judicial Review that arises as a result of that refusal.
14. In cases where the review upholds the original decision, to determine whether an applicant should be provided with financial assistance to assist them to secure accommodation in the private rented sector and to determine both the level of assistance that can be provided and any limiting time scale applicable to that offer of assistance. The cost of any such assistance must be balanced against the potential cost(s) to other departments of failing to provide such assistance.
15. To engage in partnership working with teams in the wider housing service, attending team meetings to provide feedback and training for the better performance of our duties under the relevant legislation.
16. To manage a team of staff in terms of both task and person, ensuring the highest standards of attendance, performance and conduct.
17. Undertake officer appraisals with a focus on staff development, improving individual performance and career advancement. Implement the Council's HR codes as necessary.

18. To draft for the Team Manager complex responses to customer complaints, whether made directly or via the Ombudsman.
19. To act as a witness in litigation/proceedings related to the duties of the post, as directed.
20. As and when directed to work in either borough as part of the Councils' Shared Staffing Arrangement.
21. Attend meetings with services both within and outside the Council to promote and develop the work of the service.

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.
- 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

- **May be required to attend Court hearings at short notice in relation to applications for judicial review and/or other appeal.**

Team structure



Person Specification

Job Title: Deputy Manager Housing Reviews Team	Grade: PO5 (subject to JE)
Section: Housing Assessment and Adaptation	Directorate: Housing and Regeneration
Responsible to: Housing Register and Reviews Manager	Responsible for: Senior Housing Reviews Officer x 1 Housing Reviews Officer x 2
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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
Detailed knowledge of relevant homelessness and Housing Act legislation	X		A/I
Good knowledge of relevant case law and Codes of Guidance	X		A/I
A good knowledge of services, benefits and support available to applicants experiencing housing problems		X	A/I
Experience	Essential	Desirable	Assessed
Experience of managing teams providing a front line service	X		A/I

Experience of performance appraisal and staff development		X	A/I
Significant experience of statutory and non-statutory reviews in relation to homelessness and housing register applications	X		A/I
Skills	Essential	Desirable	Assessed
Excellent verbal and written communication skills		X	A/I
Ability to problem solve in a fast paced environment		X	A/I
Ability to manage, supervise and motivate staff	X		A/I
Ability to work effectively as part of the wider management team, fostering and flexible and results driven culture	X		A/I
Qualifications	Essential	Desirable	Assessed
Minimum of 2 A levels grade C and above or equivalent		X	

A – Application form / CV

I – Interview

T – Test

C - Certificate