

Job Profile

Provisional Job Title: Deputy temporary Accommodation Manager	Suggested Grade: PO4
Section: Allocation and Provision	Department: Housing
Responsible to: Temporary Accommodation Manager	Responsible for: 7x Temporary Accommodation Officers
Post Number/s: RWHDTM2	Date March 2022

Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough 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 forging change in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose:

To be responsible for the day-to-day management of the Temporary Accommodation Team ensuring optimum use of the Council's Temporary Accommodation Stock in order to meet the Councils' statutory duties.

Specific Duties and Responsibilities:

1. To lead on the monitoring of the allocation to all forms of temporary accommodation. Ensure that temporary accommodation voids are quickly let



within current legislation and Homeless Code of Guidance and the Council's temporary accommodation policy.

2. To minimise the Council's spend in temporary accommodation by ensuring that clients are rehoused in the most cost effective accommodation for the shortest period.
3. To lead on the terms under which emergency temporary accommodation is procured including negotiating competitive rates in line with Pan London whilst ensuring the terms and conditions are in line with best audit practice.
4. Lead on the development and implementation of the Council's temporary accommodation strategies in relation to the Homeless Reduction Act ensuring compliance with regulatory requirements and the Code of Guidance.
5. Ensure the long-term supply of competitively priced suitable temporary accommodation to meet the Councils' statutory and policy aims whilst ensuring the Government's target of having no family in B&B over 6 weeks is monitored and adhered to.
6. To ensure that all properties procured for the Councils' use meet the statutory housing health and safety standards, and that all B&B and other 3rd party temporary accommodation is inspected regularly for occupancy checks.
7. To respond to any enquiries and or complaints from councillors, members, local government ombudsman. Ensure the team provide timely responses for the Reviews Team where a request has been made under Section 202 of the Housing Act (as amended)
8. Responsible for ensuring that budgetary expenditure is correctly paid and accurately recorded within audit guidelines.
9. Lead on the joint working with finance teams in areas affecting temporary accommodation specifically monitoring and mitigating any risk of increased homelessness, arising from welfare reforms affecting homeless clients.
10. To manage, lead and develop a team of staff to ensure that performance targets are exceeded whilst providing a customer focussed effective front-line service. To review best practice and ensure that the team continuously improve in service delivery.
11. To co-lead on the role of Housing Lead for MARAC and promote the various housing schemes available for clients experiencing Domestic Violence Abuse



and other associated issues. Act as a liaison for both internal and external agencies who have queries regarding clients referred to MARAC.

12. To co-lead on the implementation of DAHA (Domestic Abuse Housing Alliance) ensuring that relevant training, practices and procedures for the team are met in order for the Council to attain accreditation.
13. Meet with providers of Supported Housing within the SSA ensuring access to the various types of accommodation covering a range of support services. Also, to attend any case conferences, network meetings regarding homeless households in temporary accommodation, particularly cases where a multi-agency approach is required.
14. Give presentations to various agencies, promoting the work of the team, including Domestic Abuse, Homefinder UK, accessing accommodation in the privately rented sector and Stay Put Stay Safe.

Generic Duties and Responsibilities

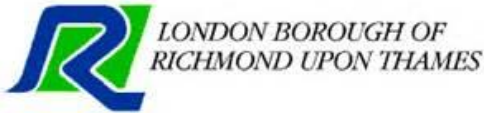
- To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
 - To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond
 - To adhere to security controls and requirements as mandated 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 for all, maintaining an awareness of the equality and diversity protocol/policy and work 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 the duties and responsibilities arising from the Children's Act 2004, the London Child Protection Procedures and Working Together to Safeguard Children and Young People, as this applies to your role within the council.
 - The shared staffing arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.
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- To ensure that the services for both Councils are dealt with on an equitable basis to deliver the standards required for each, as agreed annually by the Executives of both Councils.



- To provide operational and motivational leadership of staff, providing a visible presence to the workforce and promoting a good working environment with the primary aim of delivering high quality services.
- To ensure all Member queries about service delivery are dealt with promptly and effectively
- To advise and support managers on relevant matters affecting the service
- To assist as required with the management of budgets, including ensuring that all necessary processes and procedures are carried out in a timely and effective way
- To assist as required with performance review and improvement measures on an ongoing basis, helping to ensure that a customer focus is embedded within the function and innovative and creative solutions are evaluated to securing the highest quality and value for money function.
- To contribute as required to change programmes within the service
- To support ways of working that ensure residents and stakeholders are actively engaged in the future of the function and are able to influence decision making.
- To contribute as required to the commissioning, market testing and contract management of services
- To jointly lead on the role of MARAC Lead Officer for Housing.
- To contribute towards the development of good working relations and collaborative arrangements with relevant third party organisations including private, voluntary and other public organisations
- Work closely with the Deputy Landlord Liaison & Procurement Manager in order to develop landlord relationships and housing options in relation to accommodation for both temporary use and in discharge of the Council's Duty.
- To act as deputy for the Temporary Accommodation Manager as required
- To cover as and when required for the Deputy Landlord Liaison & Procurement Manager.



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Additional Information

To be able to maintain financial and performance information accurately and adhere to budgets.

To maintain and produce performance statistics to monitor and improve team targets.

Proven ability to manage a team of 7x Temporary Accommodation Officers and identify service improvements

Need to be able to travel i.e. drive or use public transport

Ability to carry out property inspections

To attend statutorily convened or otherwise multi-disciplinary meetings/forums

As and when assist in the management of the landlord supply & services team and property management team

To participate in any duty rota.

To attend and if required lead on any housing emergency within normal working hours or after, including weekends.



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Post Number/s:	Date October 2019

Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Requirements	Assessed by A & I/ T/ C
Knowledge	
Able to demonstrate experience of managing and developing a team to deliver a customer focussed service.	Application/Interview
Current homeless legislation regarding temporary accommodation and private sector housing homeless offers.	Interview/application
Relevant Landlord and Tenant legislation	Application/interview
Housing Act 2004 – in particular the hazards identified under the HHSRS	Application/Interview
Welfare reforms and LHA scheme within the context of the job role	Application/Interview



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Experience	
Carrying out property inspections and track record of dealing with landlords	Application/Interview
creating and implementing innovative strategies to procure accommodation and mitigate the use of social housing	Application/interview
Managing and developing a team	Application/interview
Compile and analyse statistical information and present at a senior management level	Application/Interview
Skills	
Able to negotiate with landlords in terms of rates/incentives	Application/interview
Work with changing priorities and adapt to new targets including leading a team of staff	Application/interview
Be able to problem solve	Application/interview
Excellent communication skills	Application/interview
Highly organised and efficient in keeping records and maintaining budgetary and performance information	Application/interview
Qualifications	
HHSRS	Application