

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Deputy Allocation and Nominations Manager	<b>Grade:</b> PO4
<b>Section:</b> Allocations and Provision – Housing Services	<b>Directorate:</b> Housing and Regeneration
<b>Responsible to following manager:</b> Allocations Manager	<b>Responsible for following staff:</b> 5 x Allocations and Mobility Officers
<b>Post Number/s:</b>	<b>Last review date:</b> December 2019

#### 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

This post is responsible for the letting of Council vacancies, private sector properties and any RSL vacancies. To ensure the creation and management of mobility opportunities for social housing to ensure optimum use of stock.

### Specific Duties and Responsibilities

1. To manage and co-ordinate the work of the allocations and mobility team, particularly in letting resources within timescales under the Councils' allocation schemes under their sovereign duties.

2. To ensure all vacant properties are kept empty for a minimum period. To monitor and maintain all statistical and detailed performance information relating to the re-letting of all properties let.
3. To liaise with Council departments and referral agencies regarding appropriate letting of adapted properties and specific clients on the Councils' housing queues.
4. Responsible for managing and developing a multi functional team within a performance framework. Deputise for the Allocations Manager where necessary.
5. Investigates and answers queries from, members, Councillors, Ombudsman and responds to queries relating to suitability reviews under s202 of Housing Act 1996 (as amended).
6. To create and implement innovative opportunities to increase housing mobility and ensure that there are processes and systems to implement such moves to all tenants, particularly under-occupying tenants.
7. To lead on the administration and promotion of the Councils' mobility schemes to ensure value for money and creating rehousing opportunities to result in increased resources for re-letting.
8. To be responsible for ensuring that tenants are successfully decanted due to any major works and regeneration schemes. To assess any practical support and assistance is provided in enabling the move.
9. To create and lettings plans and chain lettings for any new developments.
10. Lead officer for ensuring any financial incentives schemes are verified and made to eligible tenants within audit guidelines. To monitor and control any spend against budgets.

#### **Generic Duties and Responsibilities**

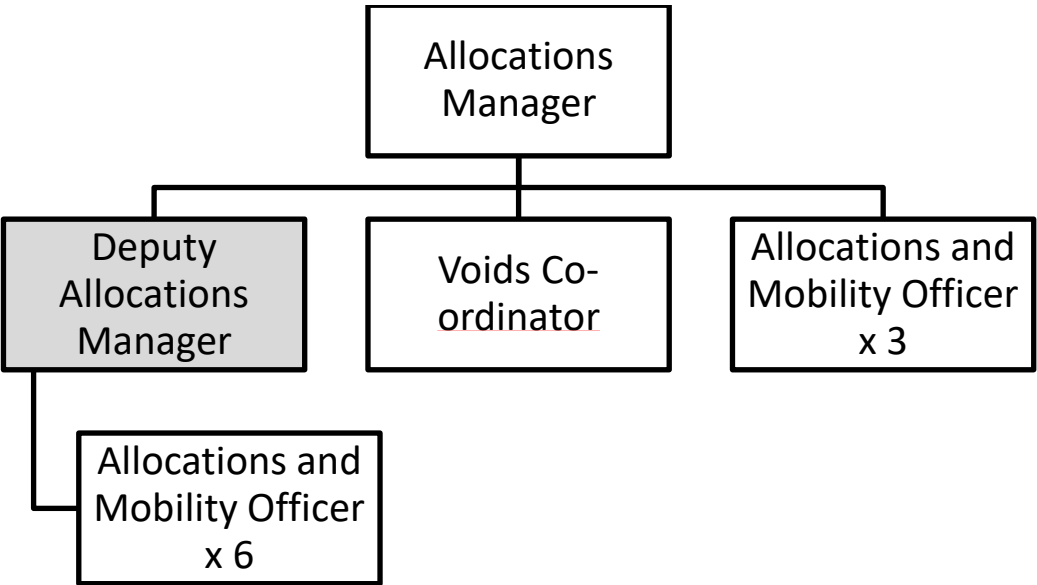
- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated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

**Additional Information**

- To manage 6 x Allocation and Mobility Officers
- Be prepared to work outside of usual working hours to cover emergencies
- Attend evening meetings
- To be part of duty rota team where necessary
- To attend statutorily convened or otherwise multi-disciplinary meetings/forums
- To attend property viewings. Ideally have use of motorised transport and be able to carry out visits and/or be able to carry out visits using public transport
- As and when directed to meet service needs to assist in the management of property service and temporary accommodation team.

**Team structure**



## Person Specification

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### 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.

<b>Person Specification Requirements</b>		<b>Assessed by A &amp; I/ T/ C (see below for explanation)</b>
<b>Knowledge</b>		
Housing and homeless legislation relating to part 7 and part 6 offers		A and I
Suitability orders in relation to part 6 offers		A and I
Homeless and Allocation Codes of Guidance		A and I
<b>Experience</b>		
Managing and developing a high performing team in delivering an effective frontline service		A and I
Ability to apply working knowledge of Allocation Scheme		A and I
Working and developing relationships with RSLs		A and I
Applying good practice around decanting and moving under-occupiers		A and I
Managing and maximising use of mobility schemes		A and I
<b>Skills</b>		
Excellent communication skills both orally and written.		I and T
Demonstrate the ability to develop and manage teams		I
Ability to create innovative solutions in relation to mobility and reducing the relet time		I and T
Ability to create and analyse performance and budgetary, as well as other management information to ensure best value in the delivery of the service		I
Ability to adapt quickly and respond accordingly when priorities and targets change		I
<b>Qualifications</b>		
Maths and English GCSE grade C and above or equivalent		C

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**