**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:** Deputy Temporary Accommodation Manager (Procurement)  | **Grade**: PO4 |
| **Section:** Allocation Provision  | **Directorate:** Housing and Regeneration |
| **Responsible to following manager:** Temporary Accommodation Manager | **Responsible for following staff:****n/a** |
| **Post Number/s: TBC** | **Last Review Date: February 2020**  |

**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 developing and promoting the Council’s accommodation procurement and letting schemes. To develop and manage the post letting service to ensure that tenancies are sustained.

**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 acquiring properties 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 procure properties including the payment of incentives.
3. Lead a procurement team to ensure targets are exceeded, through effective team development and management. To develop team action plans and carry out regular supervision meetings.
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 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 options schemes that involve offers of private sector accommodation. Responsible for the publicity and promotion of the scheme via social media, internet, landlord packs, and holding landlord forums etc
6. Lead the team to 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
7. 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.
8. 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
9. 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.
10. 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. I
11. To work with the TA and procurement manager and deputy TA manager to maintain service delivery and ensure that all accommodation needs are met.
12. To be on call for out of hours emergencies and participate in duty rotas across 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 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 be able to carry out property inspections and viewings
* To be part of a team
* Must have use of motorised transport 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.

**Current team structure**

**Person Specification**

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| --- | --- |
| **Job Title:** Deputy Manager – Temporary Accommodation and Procurement Manager  | **Grade**: PO4 |
| **Section:** Allocation Provision  | **Directorate:** Housing and Regeneration |
| **Responsible to following manager:** Temporary Accommodation Manager | **Responsible for following staff:**Procurement Officers  |
| **Post Number/s: TBC** | **Last Review Date: February 2020** |

**Our Values and Behaviours[[1]](#footnote-1)**

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 –

* taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work
* continuously seeking better value for money and improved outcomes at lower cost
* focussing on residents and service users, and ensuring they receive the highest standards of service provision
* Taking a team approach that values collaboration and partnership working.

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| **Person specification Requirements** | **Assessed by A &**  **I/ T/ C (see below explanation)** |
| **Knowledge**  |
| Welfare reform in context of accommodation |  |
| Suitability of accommodation and procurement of suitable properties as detailed in relevant Codes of Guidance and in statute |  |
| HHSRS |  |
| **Experience**  |
| Managing a front line team and working under own initiative. As well as being able to adapt quickly when priorities and targets change.  |  |
| To be able to apply working knowledge of complex legislation applicable to the post in particular, homeless legislation, welfare reform  |  |
| Good practice around property inspections as well as Landlord and tenant legislation including Housing Health and Safety Rating System. |  |
| Proven excellent communication, mediation skills in dealing with landlords and applicants, particularly those who may have disabilities or are vulnerable  |  |
| **Skills**  |
| 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.  |  |
| 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, |  |
| 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.  |  |
| 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. |  |
| To be able to proactively pursue and maintain links with landlords and letting agents in order to maximise opportunities for procurement of properties. |  |
| **Qualifications**  |
| Maths and English GCSE grade C and above or equivalent |  |

1. [↑](#footnote-ref-1)