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

**Job Description**

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| **Job Title:**  Deputy Manager: Housing Assessment | **Grade**:  PO4 |
| **Section:**  Housing Assessment and Adaptation | **Directorate:**  Housing and Regeneration |
| **Responsible to following manager:**  Manager: Housing Assessment and Housing Options Manager (HA&HOM) | **Responsible for following staff:**  Housing Assessment Officers x 7.5 |
| **Post Number/s:** | **Last review date:** |

**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 assist and support the Housing Assessment and Housing Options Manager deliver the efficient, responsive and flexible operation of the respective boroughs’ s Housing Allocation schemes and housing queues, working in and across both boroughs/

* To be responsible for the initial and ongoing assessment of Housing Register applications across all housing queues, in accordance with the Council’s Housing Allocations Scheme, and the delivery of related services that will assist residents with find suitable, alternative accommodation.

* To provide comprehensive housing advice to customers, staff and other agencies regarding the housing options which may be available to assist them with finding alternative accommodation, working in and across both boroughs.
* To manage a team of staff, ensuring they are developed to reach their optimum potential in terms of customer service and performance and implementing the various employment codes of practice.

**Specific Duties and Responsibilities**

1. Participates in the Duty Managers rota, in and across both boroughs responsible for the smooth running of the housing assessment and options service when doing so. Determines the level of any initial duty owed or assistance to be provided to individual housing applicants under Part VI and/or Part VII of the Housing Act 1996, authorises admission into temporary accommodation and/or removal/storage and allocates cases for more detailed work, in a timely and robust manner.
2. To draft complex for the HA&HOM responses to customer complaints, whether made directly or via the Ombudsman. To act as a witness in litigation/proceedings related to the duties of the post, as directed. To work in and across both boroughs, attendings meetings with services both within and outside the councils to promote, develop and deliver the work of the service.
3. To manage a team of staff in terms of both task and person, ensuring the highest standards of attendance, performance and conduct. Undertakes officer appraisals with a focus on staff development, improving individual performance and career advancement. Implements the Council’s HR codes as necessary.

4 To manage the team’s customer contact, ensuring the advice and information provided to applicants is accurate, empathetic and robust. Ensure customers are kept informed of progress and the options available to them in line with service procedures and standards. To assist in managing the customer journey through their housing application and solution(s).

1. To use management systems to proactively manage team caseloads including systems for ensuring all applicants within the offer range are made and kept offer ready.
2. To establish regular effective liaison with the Allocations Manager regarding the demand on the Council’s queue codes, ensuring the flow of applicants in line with annual housing targets.

7. Carries out accurate casework investigation; assessment; decision making on applications; and advising applicants of outcomes in line with legislation and policy including, obtaining medical reports, verifying information, carrying out home visits as directed and prioritising applications in accordance with agreed policy. To award reasonable and/or additional preference and to recommend the advancement of applications for priority rehousing status.

8. To recognise and be proactive in identifying cases that need to be referred to other services for support and assistance.

9. To provide detailed decisions on applications for affordable housing, including working with vulnerable people and external organisations.

10. To liaise with statutory and voluntary agencies, and other council services as necessary to manage expectations and achieve casework outcomes. To run training and/or awareness sessions e.g. on revisions to the legislation and/or the allocation scheme and/or related processes to both internal and external stakeholders.

11. To identify opportunities for taking the Housing Assessment Service out into the community by establishing housing surgeries in the Job Centre Plus, Children’s Centres and other locations, in and across both boroughs, as required.

12. To ensure officers are providing full and comprehensive advice to applicants about their prospects for rehousing, ensuring that all applicants within the offer range are made and kept offer ready including: ensuring applications are updated following new-born’s; ensuring 1 bed single vulnerable homeless applicants have risk assessments and support plans in place where required; ensuring applicants have an up to date financial assessment and savings for rent in advance.

13. To keep applicants with limited leave to remain under review to ensure they are eligible to remain on the Housing Register and be considered for social housing.

14. To identify and advise working applicants with an income level which may enable them to access affordable and intermediate rent properties and low-cost home ownership about these housing options.

15. Work with the Housing OTs to keep applications on the physical disability queue up to date and assess suitability for Physical Disability Queue properties.

16. To implement Wandsworth Council’s Tenancy Policy regarding Flexible Fixed Term tenancies and other tenancy change requests by undertaking pre-end of tenancy reviews, with strict achievement of necessary deadlines and timescales and determining whether a new tenancy should be granted and the terms of new tenancies. To refuse to do so where appropriate and to notify the tenant with adequate reasons.

17. To engage in partnership working with agencies involved with customers and liaise with appropriate Council departments including Revenues and Benefits, Social Services, Environmental Health and Community Partnerships to ensure robust and cohesive casework management.

18.

**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 Job role specific requirements.**

* *Regularly works after normal office hours to deal with emergencies e.g. security incidents, late bookings, sit ins (Refusal of client to leave the building).*
* *Infrequently, attends at short or no notice large scale emergency responses as directed e.g. urgent temporary rehousing scenarios and/or other civil contingencies.*

**Team structure**

For the current structure please go to The Loop.

*When advertising externally please add the current team structure here and remove the sentence above.*

**Person Specification**

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| --- | --- |
| **Job Title:** Deputy Manager: Housing Assessment | **Grade**: PO4 |
| **Section:** Housing Assessment and Adaptation | **Directorate:** |
| **Responsible to:** Customer Services and Housing Options Manager | **Responsible for:** |
| **Post Number/s:** | **Last Review Date:** |

**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.

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| **Person Specification Requirements** | **Assessed by**  **A**  **&**  **I/ T/ C (see below for explanation)** |
| **Knowledge** | |
| Detailed knowledge of relevant Homelessness and Housing Act legislation including security of tenure and private tenants’ rights |  |
| Good knowledge of relevant case law and Codes of Guidance |  |
| A good knowledge of services, benefits and support available to applicants experiencing housing problems |  |
| **Experience** | |
| Experience of managing teams providing a front line service |  |
| Experience of performance appraisal and staff development |  |
| Significant experience of housing needs assessment |  |
| Experience of managing varied work streams and meeting time critical targets |  |
| **Skills** | |
| Excellent verbal and written communication skills |  |
| Ability to problem solve in a fast paced environment |  |
| Ability to manage, supervise and motivate staff |  |
| Ability to work effectively part of the wider management team, forstering a flexible and results driven culture. |  |
| **Qualifications** | |
| Minimum of 2 A Levels grade C and above or equivalent |  |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**