

JOB DESCRIPTION

Job Title	Accommodation Solution Team Manager
Directorate	Housing and Social Investment
Service	Housing Needs - Temporary Accommodation Service
Grade	Grade G
DBS Check Required	Standard
Politically Restricted	No

Responsible to:	Temporary Accommodation Service Manager
Employees directly supervised (if applicable):	6 x accommodation solutions officers

Organisational structure chart *(job titles only, no employee names)*



1. JOB PURPOSE:

- Reporting to the Service Manager, this role is responsible for discharging the Council's statutory duties to households assessed as requiring temporary housing, either under S188 or S193 of the Housing Act 1996, as amended. This includes overseeing the suitability assessment process, matching eligible households to properties that meet the suitability requirements, and working in partnership with internal and external stakeholders to ensure residents are supported into temporary housing and the appropriate action is taken when there has been a breach of the tenancy.
- Alongside suitability assessments and matching eligible applicants to properties meeting their requirements, the Team also are responsible for taking remedial action where there have been tenancy related issues. This may require multi-disciplinary coordination involving police, social services, or health professionals for households with complex needs. The purpose of this role is to ensure the process is fair and transparent, and in compliance with the legislation and Council's TA Placement Policy.

- A key feature of this role is to work in partnership with other housing teams and TA providers (RPs) including Council's own Housing Management services to maximise the number of void properties available for letting to households requiring temporary accommodation. It is an important part of this role to establish and develop effective partnership working with statutory and non-statutory partners to continually improve the temporary housing provision for households that need this essential lifeline.

2. DESCRIPTION OF DUTIES:

Discharging Statutory Duties

- To lead a Team of Accommodation Solutions Officers responsible for discharging the Council's Housing duties under Sections 188 and 193 of the Housing Act 1996, as amended by the Homeless Reduction Act 2017 and to make decisions on suitability that may lead to discharging the Council's statutory duties.
- Monitor when housing duties have ended and oversee the process of discharge of duty, ensuring audit trail of decisions is uploaded on the systems and referrals are made to other agencies, as necessary.
- To ensure that all appropriate intervention and remedial action has taken place prior to the instigation of court action where breaches of tenancy occur.
- Ensure the team discusses and promote alternative permanent housing options to households in temporary accommodation as move-on option
- To have and maintain a detailed knowledge of relevant legislation, regulations, the Code of Guidance and the Council's Temporary Accommodation Placement Policy and Council's Housing Allocations Scheme and be informed on other relevant knowledge areas, including homelessness, welfare benefits and local community services and ensure that staff are trained to the required standards.

Operational Leadership

- To have overall responsibility for ensuring suitability assessments are completed for each household requiring accommodation placement in accordance with the Temporary Accommodation Placement Policy.
- To be responsible for ensuring all tenancy sign-ups are done correctly in line with agreed procedures and that officers carefully consider applicants' temporary housing needs for determining suitability requirements.
- To contribute to the management of service budgets, providing monitoring reports as requested, and assisting in the service meeting its budgetary targets.
- To promote Council's values by placing residents first, providing a responsive service, being open and collaborative with other parts of the service to improve residents experience and to deliver excellent and accountable housing services to all residents.

Partnership Working

- To manage the day-to-day service of matching households to available properties, contributing to targeted interventions including urgent TA transfers, high-cost voids, landlord wants the property back transfers etc.
- To identify instances of potential fraud and liaise accordingly with Corporate Investigations Team to support relevant actions to fully investigate.
- To be fully aware of safeguarding (children's & adults) procedures and monitor, record and discuss any concerns with a manager / relevant agency. Also take appropriate action, as necessary, always in consultation with a manager.
- To investigate applicants with complex circumstances to deliver suitable solutions which may involve a multi-disciplinary approach such as liaison with various organisations including Adult Social Care and Children and Family Services, Housing Benefit, Police, Probation Services, Benefit Agencies and other local authorities to assist with investigations relating to housing applications.
- Able to carry out home visits/site visits

Line Management

- To provide effective visible leadership to the team by developing a performance focused environment, using agreed supervision and appraisal procedures, including feedback from users of the service.
- To develop, maintain and implement written procedures for the Team, ensuring they remain legislatively and procedurally up to date and fit for purpose and all staff are trained on the correct procedures, case law and legislations to optimise their skills, contributions and outputs.
- To investigate and formulate formal responses to Members enquiries, legal enquiries, formal complaints by members of the public and / or their advocates, investigations from the Ombudsman, Freedom of Information enquiries, and general enquiries from the public and /or advocates within prescribed timeframes.

All staff are expected to carry out their job in compliance with the Council's Constitution. This means being familiar with the policies and procedures relevant to the job and asking for information and advice if you are unsure of the correct course of action. The Council's Constitution is published on the Internet.

SELECTION CRITERIA/PERSON SPECIFICATION

Conditions to Note:

The person specification outlines the essential requirements the post holder or applicant must meet to fulfil the role and the duties outlined.

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Resilience:

We encourage staff to assist the council during a significant emergency response which will focus on meeting the needs of residents. This may necessitate staff involvement, and in exceptional circumstances, could involve redeployment to support the emergency response.

Informed by our learning from the Grenfell tragedy, senior managers (Head of Service and higher) are expected to play an active coordination and leadership role in the Council's broader emergency response efforts during major or serious incidents. This includes arranging urgent resources from their own services and rallying staff teams to help residents during their time in need.

Values & Behaviours

The Royal Borough of Kensington and Chelsea have identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications N/A
C	Skills, knowledge and experience • Experience of managing teams delivering front line services to homeless households in a busy housing service • Problem solving skills and the ability to manage in difficult situations • Ability to demonstrate excellent customer care skills which inspires others and improves the customer experience and an ability to conduct motivational interviews

	which can be challenging at times • Good communication skills including ability to write letters, emails, reports, and procedures using plain English. • A good knowledge and understanding of up to date tenant legislation, homelessness legislation, guidance, best practice and Housing case law. • Awareness of safeguarding (children's & adults) issues, best practice and legislation • Excellent attention to detail and effective organisational skills demonstrating the ability to multi-task and make decisions to achieve results and outcomes against targets • Ability to work autonomously and delivering to the Service Plan and team objections and seeking support when required. • Ability to assess and communicate service issues and problems and identify and cost appropriate responses and solutions. • Demonstrates an analytical and systematic approach to issue resolution. • Able to work evenings and weekends to attend meetings as required •
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OUR VALUES AND BEHAVIOURS

Our values and behaviours underpin everything we do.

They guide our interactions with residents, businesses, visitors, partners and each other.

They are also a measure of how well we've done.

Our Values & Behaviours	
D	PUTTING COMMUNITIES FIRST • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. • I actively support the council during significant emergency responses, always prioritising the needs of our residents. This may involve my participation in emergency efforts and, in exceptional circumstances, being redeployed to assist wherever I'm most needed. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	RESPECT

	• We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	INTEGRITY • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	WORKING TOGETHER • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour:

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| | <ul style="list-style-type: none">• I work with others to provide an effective service for residents, local communities and other departments within the Council.• I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.• I seek out opportunities to learn from my colleagues and build on good practice. |
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Our residents will feel that:

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| | <ul style="list-style-type: none">• I can get my issue resolved without being passed around departments.• I find it easy to access the services that I need.• I feel the Council is open to new ideas. |
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