



JOB DESCRIPTION

POST:	Central Suffolk Lettings and Business Support Team Manager
DEPARTMENT:	Housing Solutions
REPORTING TO:	Corporate Manager Housing Solutions
RESPONSIBLE FOR:	Effective Development and Management of Central Suffolk Lettings and Business Support within Housing Solutions
GRADE:	6

MAIN JOB PURPOSE:

Work co-operatively and collaboratively within the Housing Solutions Management Team, including participating in budget setting and monitoring, risk and performance management

Act as the Council's expert on all matters relating to the Central Suffolk Lettings Partnership Model and associated initiatives

Act as a Senior Officer within the Housing Solutions Team and provide day to day line management to a number of staff within your own specialism and provide support to other areas of the service as required, including Housing Solutions (Homelessness), Private Sector, Allocations and Strategic Housing

Ensure the Discharge of Duty and Allocation of properties through Central Suffolk Lettings is made in line with relevant Legislation and Policy, including the Suitability of Accommodation Order

Ensure the effective management of Central Suffolk Lettings Tenancies

Ensure a comprehensive tenancy support service is delivered to residents of Central Suffolk Lettings to enable them to sustain tenancies and prevent homelessness or financial hardship occurring

Ensure the effective management of the Business Support functions within the Housing Solutions Service

DUTIES AND RESPONSIBILITIES:

Act as the Senior Officer and 'Expert' to Officers who are dealing with complex discharge of duty cases, ensuring appropriate, Legislation, Policy and Case Law are followed and used effectively

Maintain an up to date, detailed knowledge of the Law relating to Privately Rented Accommodation

Act as an expert internally and externally on all matters relating to Central Suffolk Lettings, including MHCLG, Elected Members, Other Local Authorities and statutory and non-statutory organisations

Work co-operatively and collaboratively with other Councils, Statutory and Voluntary agencies such as supported housing providers, social workers, probation officers and the Citizens Advice Bureau. This will include the attendance at multi-agency meetings as required.

Act as the main point of contact for MHCLG for the Central Suffolk Lettings Partnership and meet with them regularly to discuss the service and promote areas of success

Ensure the efficient re-letting of Central Suffolk Lettings Properties in a timely manner, within the ambitious targets set, whilst always striving for continued improvement and to minimise any void / rent loss

Maintain and monitor statistical records relating to Central Suffolk Lettings and provide data to central government as required and be the lead officer for other enquiries including Freedom of Information requests

Manage the work and performance of the team to ensure that all work is managed within the performance framework

Work co-operatively and collaboratively within the Housing Solutions Management Team, including participating in budget setting and monitoring to ensure the service is cost effective and make suggestions for savings where appropriate

Work co-operatively and collaboratively within the Housing Solutions Management Team to identify risks, find mitigations and monitor them regularly

Assist in the development and implementation of an annual Service Plan to ensure continual performance and service improvements

Work in partnership with colleagues from across both Councils to ensure that there is effective communication, joined-up services, and the most efficient use of resources

Collaborate and share knowledge and expertise with other teams and act as a lead officer for Housing Solutions on cross-functional projects to ensure that corporate objectives are met and delivered

Carry out regular one to ones and appraisals with all direct reports, dealing with any staffing issues promptly and impartially and in accordance with Babergh and Mid Suffolk District Councils policies

Develop ideas for service transformation, which may include the creation of detailed business cases and managing projects to bring them to fruition

To attend Council Meetings including Cabinet, Overview and Scrutiny and Full Council as required to present reports and respond to questions relating to Central Suffolk Lettings

Develop effective team working by colleagues and ensure you lead, train, coach and motivate staff, and ensure that training and development needs are identified and met

Ensure all customer queries and complaints affecting the service are investigated and dealt with fairness, accuracy and consistency and within agreed timescales, meeting with customers where required

Ensure that the team meet their responsibilities in terms of Health & Safety in the workplace

Proactively support any change management processes and initiatives to achieve service improvements

To ensure effective administration and support is provided by the Business Support functions within the Housing Solutions Team

To act as the lead officer for Performance within the Housing Solutions Team

You will be an expert within your own specialism, but you will also be expected to develop an understanding of all areas of the Housing Solutions Service, including Housing Solutions (Homelessness), Private Sector, Allocations, Strategic Housing and Housing Policy.

Be available, along with other members of the team to take emergency calls outside office hours on a rota basis.

Any other duties of a similar nature which may be required.

ADDITIONAL INFORMATION

- a) Does this job require a DBS check? No
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity.
- c) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office.

FURTHER INFORMATION

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS The postholder must be able to demonstrate:	MEASURED BY: A Application form I Interview P Presentation
EDUCATION/TRAINING <i>(Academic, vocational/professional and other training)</i>	
Relevant Qualification at NVQ Level 4 / Degree	A
Advanced Training in Private Rented Tenancy Management and other associated areas relevant to this role	A / I
KNOWLEDGE & EXPERIENCE <i>(e.g. report writing, office experience, Microsoft office)</i>	
Expert knowledge of Housing Act Legislation, with specific knowledge of Assured Shorthold Tenancies	A / I / P
Comprehensive knowledge of Welfare Benefits, including Universal Credits and Housing Costs	A / I / P
Experience of managing a Lettings Partnership, including effectively managing a portfolio of properties	A
Experience of working collectively and collaboratively with partners, including other Councils, Statutory and Non-Statutory Organisations	A / I
Good knowledge and understanding of the 'Suffolk System'. The role the districts have and how we must work together to develop services now and, in the future	A / I
Experience of developing and implementing new initiatives, including identifying performance monitoring to evidence the effectiveness	A / I
Experience of working independently with minimal supervision	A / I
Experience of working with Councillors and presenting at Council Meetings	A / I
Proficient with computers, including Microsoft Excel, Word, PowerPoint and Outlook	A / I
SKILLS/ATTRIBUTES <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
Ability to identify complex, often multiple problems and find creative and innovative solutions	A / I
Ability to communicate complex legislation to different audiences in an appropriate manner both verbally and in writing	A / I
	A / I

Ability to manage a team, who deal with a challenging and sensitive workload	A / I
Able to work co-operatively within a team and also with people from other teams and services	A / I
Able to work proactively and collaboratively in cross service project teams whilst acting as a specialist for your area of work	A / I
Able to use transferrable skills and develop new skills to provide a flexible resource to support corporate projects and priorities	A / I
Able to use skill and judgement to manage difficult situations and people who are upset or angry	A / I
Ability to continually re-prioritise own workload to manage the demands of the role and enable you to deal with urgent situations	A / I
BEHAVIOURS	
Behaviours will be tested at interview against the Council's values (further detail below)	
Empowering, valuing and developing our people	I / P
Valuing our customers	I / P
Being open and honest	I / P
Taking ownership	I / P
Being ambitious	I / P
EQUALITY AND DIVERSITY	
Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).	A/I



Our Values

...we believe in



OUR CUSTOMERS



BEING AMBITIOUS



TAKING OWNERSHIP



BEING OPEN and HONEST



OUR PEOPLE



We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.