



THIS IS A FIXED TERM POST FOR 12 MONTHS

JOB DESCRIPTION

POST: Professional Lead (Supported Lettings)

DEPARTMENT: Housing Solutions

REPORTING TO: Housing Solutions Manager

RESPONSIBLE FOR: Tenancy Sustainment Officers and Project Co-ordinator

GRADE: 6

MAIN JOB PURPOSE:

Develop a Supported Lettings Service to ensure an excellent service provision to those with a history of rough sleeping within Babergh, Mid Suffolk and West Suffolk Councils.

Facilitate joined up working across the Councils, developing staff that are visible and accessible with a positive, customer-focused attitude.

The post holder will be employed by Babergh and Mid Suffolk District Councils but will also be required to work across West Suffolk.

DUTIES AND RESPONSIBILITIES:

Develop referral processes, procedures and support plans to ensure cases are accurately prioritised, allocated and supported to prevent homelessness from reoccurring

Foster relationships with Landlords, Registered Providers and Allocations to ensure appropriate properties are sourced to accommodate those qualifying for the Supported Lettings Scheme

Manage staff effectively, providing supervision, line management, mentoring and leadership

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

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

Collect, collate and report performance monitoring information as required

Carry out all duties in accordance with Babergh and Mid Suffolk District Council's policies and procedures

Carry out any other duties consistent with the post that may be required from time to time, at the discretion of the line manager

Additional information

- a) Does this job require a DBS check? Yes
- 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.

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>	
Educated to a degree level, or an equivalent housing qualification.	A
Relevant post-qualification experience in housing or a related field	A
KNOWLEDGE & EXPERIENCE <i>(e.g. report writing, office experience, Microsoft office)</i>	
A comprehensive understanding of housing law and its application in all areas of housing management.	A, I
The ability to find creative and innovative solutions to complex problems	I, P
The ability to communicate clearly and empathetically, both verbally and in writing, in a manner that meets the needs of the audience.	A, I, P
A good level of IT skills	A
An ability to work under pressure and meet deadlines	A
An ability to motivate yourself and your team	A, I
Possessing a strong commitment to providing excellent service and a positive experience to all customers.	A, I
A current driving licence and use of a car	A
Self-motivator with a track record of managing performance, identifying trends and delivering outcomes	A, I, P
Experience of working in a busy, demanding, housing-related field	A
Experience of working independently with minimal supervision	A, I
Experience of supporting staff who deal with a difficult and complex case load	A, I

SKILLS/ATTRIBUTES	
<i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
Works co-operatively within a team and with people from other teams and services	A
Has a flexible approach to work and the ability to apply skills and knowledge across a range of housing specialisms.	A
Works proactively and collaboratively in cross-service project teams.	A, I
Uses transferable skills and develops new skills as necessary to provide a flexible resource to meet corporate priorities	A
Displays understanding, empathy and discretion towards people facing personal difficulties	A
Can re-prioritise own work when faced with urgent or unexpected situations	A, I
Commitment to continuous improvement, focussed on achievement	A
BEHAVIOURS	
Behaviours will be tested at interview against the Council's values (further detail below)	
Empowering, valuing and developing our people	I, TP
Valuing our customers	I, TP
Being open and honest	I, TP
Taking ownership	I, TP
Being ambitious	I, TP
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
PEOPLE**



**OUR
CUSTOMERS**



**BEING OPEN
and HONEST**



**TAKING
OWNERSHIP**



**BEING
AMBITIOUS**

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.

