

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Tenancy Management & Resettlement Team Leader	Grade:	PO3
Reports to (Designation):	Temporary Accommodation Operations Manager	Grade:	PO7
Directorate:	Housing, Regeneration and Public Realm	Section:	Housing Services

Main Purpose of the job:

To deliver a high quality, customer-focused approach to housing management and lettings within Temporary Accommodation stock. Ensure continuous improvement and efficiency.

To effectively manage the Tenancy Management & Resettlement Team responsible for the council's temporary accommodation function, homelessness decision making, move on and resettlement in to permanent accommodation.

Proactively contribute to the council's action plan to reduce the number of households in temporary accommodation and assist the Head of Service to manage the budgets in relation to temporary accommodation.

Manage the resettlement function on behalf of the service and build and maintain positive and effective relationships with key referrers and stakeholders. Utilise community-based resources to reduce social isolation and provide support to customers.

To ensure the service reduces the levels of rent arrears in temporary accommodation, ensure we continue to provide a high-quality service to customers in temporary accommodation.

Summary of Responsibilities and Personal Duties:

MANAGEMENT ROLES & EXPECTATIONS

Tenancy Management & Resettlement Team Leader, you will:

Responsibilities:

1. Adapt the planned delivery of services to ensure changing community and customer needs.
2. Monitor and review service outcomes ensuring effective delivery of personal and team objectives.

3. Ensure the continuous improvement in services using creative and informative inventions as well as effective performance and quality management.
4. Ensure an understanding of the impact of your service on other functions and plan, deploy and co-ordinate people resources to meet changing operational needs.
5. Ensure services meet statutory and identified organisational standards and regulations.
6. Manage the Tenancy Management & Resettlement Officers. To effectively recruit, induct and train staff, undertake regular supervisions and set and monitor objectives; ensure annual performance development appraisals are completed alongside learning and development plans and any performance and HR issues are dealt with as they arise.
7. To manage the service in a way that achieves strong performance and continuous improvement in the following broad areas (the list below is not exhaustive)
 - Reducing the number of households in temporary accommodation
 - Ensure customers' circumstances are assessed as and when their needs change and that the property continues to be affordable and suitable.
 - Improve and maintain satisfaction of customers whilst in Temporary Accommodation
 - Reducing the Council's expenditure in relation to temporary accommodation;
 - Supporting customers to maintain accommodation independently by providing sustainment and resettlement support;
 - Minimising avoidable or inappropriate use of long term statutory support services;
 - Maximise social inclusion, community cohesion and reduce social isolation;
 - Improve the understanding and ability of customers to exercise choice
 - Ensure the team provide assistance to the rest of the service as and when required e.g. with procurement of property to meet the demands on the service.
8. To promote a philosophy of putting customer needs first at every opportunity and to put in place arrangements to action this.
9. To carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and the Public Sector Equality Duty. To oppose and where possible eradicate all forms of discrimination, making a positive contribution to managing diversity, both as an employer and service provider.
10. To monitor, review and take proactive steps to improve performance and contribute to the achievement of all the Council's priorities. Raise performance in the team by contributing to a culture of continuous improvement in the following broad areas:

- Ensure staff complete regular property inspections and occupancy checks to identify disrepair, abandonment, damp, mould and any suitability issues.
 - Ensure staff serve the relevant eviction notices, pack out notices and oversee evictions process to conclusion.
 - Attend court when required for cases
 - be responsible for leading and motivating the team on a day to day basis to deliver a high quality, professional and customer centric service to internal and external customers; provide and/or facilitate coaching and mentoring and effectively address poor behaviours and poor performance.
 - To promote a philosophy of putting customer needs first at every opportunity and to put in place arrangements to action this.
 - Ensure that the team meet the corporate target for phones
 - Manage the team to ensure procedural compliance in a variety of Housing Management functions. Ensure good quality casework and accurate and detailed notes are kept.
11. Provide sustainment support to those in accommodation and proactive outreach based resettlement support to those moving on from temporary or supported housing, or to a different area, ensuring that opportunities are maximised to draw on community based resources, minimising social isolation whenever possible.
 12. Work closely with the ASB, Community Relations and Housing Services Manager to deliver a consistent management approach across the department. Take prompt action to tackle and resolve any capability or disciplinary problems.
 13. Ensure adequate management information is available, to measure the performance and outcomes of the team against targets, policies and procedures and in comparison with other organisations. Continuously monitor performance to ensure compliance.
 14. Produce good quality and informative reports for a variety of different audiences, including Head of Housing & Communities, Director of Resident Services, the Executive Team, the Board and Lewisham Council.
 15. Present written reports outlining performance for service area
 16. To lead on the operation of robust and comprehensive business processes and systems, ensuring policies and procedures are kept up to date and are compliant with current regulatory requirements, legislation (including case law) and to ensure sustained and continuous business improvement and efficiency. Ensure policies and procedures are fit for purpose and regularly reviewed. Assist in the development of strategies to address any major policy or legislative changes.
 17. To develop and maintain systems, making efficient and effective use of ICT to ensure that appropriate management information is provided and made accessible to senior management and commissioners, submitting periodic performance returns

as required. To adhere to General Data Protection requirements at all times when collecting, recording and handling personal data.

18. Raise and respond appropriately to any safeguarding concerns. Work in partnership across the council, in particular with Joint Commissioning, Adults and Children's Services, assisting with accommodation solutions to alleviate pressures on other services where possible and reporting safeguarding or other concerns to relevant services.
19. Build relationships and work collaboratively across Lewisham Council, partners and stakeholders to deliver excellent customer care and ensure multi-agency responses to complex cases.
20. Respond to complaints and members enquiries in an effective manner. Coach staff to resolve and respond to complaints successfully.
21. Participate in key corporate projects, from planning stage to implementation and evaluation.
22. Work flexibly and undertake the following duties as and when required:
 - Attend ad-hoc meetings in evenings or weekends, as required
 - Undertake Out of Hours Duty on a rotating basis each month.
 - Undertake Duty Manager role within the reception area
23. To undertake any additional duties as required by the service

Generic responsibilities

- Maintain excellent customer service in all areas of work
- Take responsibility for own learning and development
- Comply with all Lewisham Council policies, including contractual standing orders, financial regulations and all HR policies and procedures including Health & Safety and Equality & Diversity
- To use a flexible and engaging coaching style of management to support and develop colleagues for the benefit of the individual, service and organisation

This job description is not exclusive or exhaustive. It is intended as an outline indication of the areas of activity and can be amended in the light of the changing needs of the organisation.

Internal Contacts:

External Contacts:

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Council's appraisal system and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

Number of fully managed staff: Up to 10

Title: Tenancy Management & Resettlement Officers **Grade:** SO2 **No of posts:** 7

PERSON SPECIFICATION

JOB TITLE: Tenancy Management & Resettlement Team Leader **POST NO:**

DEPARTMENT: Housing Services

GRADE: PO3

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

<i>Those categories marked 'S' will be used especially for the purpose of shortlisting.</i>	
Equality & Diversity	
Awareness of and a commitment to Equality of Access and Opportunity in a diverse community S Understanding of how equality and diversity relates to this post S	
Qualification	
Good standard of education up to A levels and to include Maths and English GCSE Grade C and above or equivalent experience. S Evidence of relevant continuing professional development.	
Experience	
Experience of managing staff within a front line social housing setting S Proven experience of designing and implementing robust and efficient business processes that have delivered tangibly improved services and dramatically improved efficiency. S Proven experience of reviewing performance and service levels, using performance management techniques to drive service delivery and	

<p>improvements, implementing robust plans to ensure excellent service delivery is maintained, responding to, and escalating, quality assurance concerns. S</p> <p>Proven experience of staff management, delivering and leading change and transformation across a multi-disciplinary team, and developing staff to meet their full potential. S</p> <p>Experience of delivering multi-channel customer services, in a complex organisation or business with multiple service offers and a strong knowledge of the Voluntary and Community Sector.</p> <p>Experience of multi-agency working to support customers and solve problems S</p> <p>Knowledge and experience of using Microsoft packages, including Word, Excel and PowerPoint packages.</p>	
Knowledge	
<p>Detailed knowledge of the legislation and duties owed to homeless persons by the Council under Part 7 of the Housing Act 1996, Homelessness Act 2002 and Localism Act 2011 and its application S</p> <p>Knowledge of the duties owed to young people under the Children's Act 1989</p> <p>Knowledge of the Code of Guidance for local authorities, relevant case law and its application relating to temporary accommodation and suitability. S</p> <p>Knowledge of Landlord and Tenant Legislation, the Housing Act 1985 and Protection from Eviction Act 1977</p> <p>Knowledge of homeless prevention initiatives and their application and effectiveness</p> <p>Up to date knowledge of the welfare benefit system and its application</p> <p>Good knowledge of other agencies, both statutory and voluntary providing relevant advice and assistance to customers under alternative legislation and in all forms of tenure S</p> <p>A working knowledge of the application of the terms and conditions contained in the range of tenancy agreements across all tenures S</p> <p>Knowledge of the housing problems faced by an inner London borough S</p> <p>A good understanding of budgetary control S</p> <p>Working knowledge health & safety legislation in the workplace</p> <p>Excellent knowledge of affordability and suitability assessments in relation to offers of accommodation. S</p>	

Comprehensive understanding of the needs of vulnerable people and how their needs can be met, including their social, emotional and wellbeing needs	
Skills <i>(Skills can only be used as shortlisting criteria if the skill is to be tested) (To Be Tested – S)</i>	
<p>Strong interpersonal skills to effectively communicate verbally and in writing and build trust mutually respectful relationships with a range of audiences, including Councillors, residents, stakeholders and commissioners, including the ability to write clear and concise reports.</p> <p>Strong negotiation, advocacy and influential skills to effectively implement system change, imbed new and complex initiatives and build and maintain wide networks internally within the council and externally with partner agencies and the voluntary sector.</p> <p>Ability to deliver excellent customer care and adapt behaviour of self and team to support residents in a timely way and respond effectively to challenging behaviour.</p> <p>Ability to collect and analyse data and critically reflect on work practices to improve services, using new technologies to improve services delivery and accessibility.</p> <p>Ability to motivate and develop staff, effectively manage and support staff through change, provide welfare support to staff covering frontline work and inspire team work and a collaborative culture with internal and external colleagues.</p> <p>Strong analytical and numeracy skills to carry out complex housing and financial assessments and the ability to make difficult and contentious decisions on a range of issues.</p> <p>Strong writing skills with the ability to write letters, reports and respond to stakeholders S</p>	
Personal Qualities	
<p>To be personable and presentable</p> <p>Organised and target driven S</p> <p>Able to set and maintain the highest standards in professional relationships and behaviour with customers, colleagues and other external contacts S</p> <p>Commitment to high levels of attendance and punctuality</p> <p>Flexible and proactive, with a commercially-minded approach to developing services and sustaining relationships with landlords</p>	

Willingness to undertake home visits which are effective and take into account health and safety requirements. High standard of integrity Ability to remain calm when working under pressure	
Circumstances	
Flexible approach to working hours, able to attend meetings outside normal office hours (including evenings) and to work reasonable additional hours as required. Undertake Out of Hours Duty on a rotating basis each month.	

DBS Disclosure Required? No ☐ Basic ☒ Enhanced ☐

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post

Full Driving Licence: No