

Job Description

Job title	< Senior Housing Strategy and Partnerships Officer>
Directorate	PLACE : Regeneration, Culture and Environment
Division	< Housing>
Range	MPR 5
Reports to	<Housing Strategy and Customer Relations Team Leader>

Main purpose of the job:

< The post holder will provide effective support to the Housing Strategy and Partnerships service through providing detailed reports and research across housing and interrelated services and coordinate and facilitate stakeholder meetings, including consultations, forums and task and finish groups. They will also work with other Medway Housing teams to establish viability of service improvement proposals and deliver service/practice improvement training.

The post holder will support the development of the Voluntary Community Sector through sharing information around local and national strategies, service developments, funding and training opportunities.

They will lead and co-ordinate the commissioning and delivery of the Housing Related Support Programme, through a range of inter-connected and targeted projects, in order to maximise the number of vulnerable local residents and stakeholders in Medway, that benefit through access to services and initiatives that will help prevent homelessness and improve quality of life.>

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

<Develop evidence bases to support strategic decision making, completion of impact assessments, writing briefing and report papers and working on communications materials.

Provide a responsive service to Medway residents and communicate key updates through Medway Council's Communications and Marketing Team and Press Office. E.g. around implementation of Severe Weather Emergency Protocol and analysis of utilisation.

Identify, develop and promote partnerships and initiatives with relevant internal/external bodies to maximise opportunities to improve service delivery to Medway residents

Develop partnership working to enable successful engagement of partners and project related goals through effective communication, programmes of monitoring, and evaluation which support providers to ensure contract specification requirements are met.

Develop performance management against the contractual targets of Medway Council, in order to ensure cost effective access to services and initiatives to local residents and stakeholders in relation to Housing Related Support.

To undertake regular qualitative assessments of services provided by the Housing Related Support programme, including but not limited to producing quarterly impact reports and ensuring referrals into the service maintain healthy void levels.

To ensure payment of invoices across the Housing Strategy and Partnerships team (General Fund and Grant Funded).>

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the <Housing Strategy and Customer Relations Team Leader>.

The post holder will have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

< Educated to degree level or relevant experience, which demonstrates attainment. >

Level B (in addition to level A criteria)

Level C (in addition to levels A and B)

<Can evidence continuous professional improvement>

Knowledge

Level A

- Demonstrable knowledge of housing and homelessness, and relevant partners within the Medway area.
- A comprehensive understanding of the different housing service functions, and how they relate to each other.
- A comprehensive understanding of service user experience of those who experience homelessness.

Level B (in addition to level A criteria)

- Demonstrable understanding of the contribution that housing can make to meet the aims and objectives of partners including social care and health. >

Level C (in addition to levels A and B)

- Demonstrable understanding of the complex relationships between statutory and voluntary agencies as they relate to housing and homelessness.
 - A good and practical understanding of housing duties owed by Local Authorities to those who are homeless or at risk of homelessness.>
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Experience

Level A

- Experience of coordinating internal and external stakeholders, when responding to a common problem.
- Demonstrable experience of developing, managing and delivering projects with various stakeholders.
- Experience of developing, designing and distributing communication materials at multiple levels (professionals, customers and internal>

Level B (in addition to level A criteria)

- <Experience of managing external contracts, including monitoring KPIs and holding services to account with guidance from management.

Level C (in addition to levels A and B)

- <Demonstrable experience of delivering training to professionals.
- Demonstrable experience of assisting services to produce effective process and policy.
- Experience of managing external contracts, including monitoring KPIs and holding services to account with little oversight from management.

- Experience of commissioning external services, with some oversight from line management.
 - Experience of implementing regulations which have a direct impact on the health, safety or well-being of people.>
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Skills

Level A

- Demonstrable ability to work independently within clear guidelines and regularly use initiative to make decisions, referring to more senior officers for advice on policy/resource issues.
- The ability to build and maintain close working relationships with relevant stakeholders.
- The ability to manage financial administration tasks, such as processing and monitoring invoices.

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Level B (in addition to level A criteria)

- Demonstrable ability in undertaking and evaluating research, appraisals and assessments of data and information with little guidance from management.
- Ability to facilitate and coordinate stakeholder meetings to support activities such as consultations, task and finish groups or forums with little oversight from management.

Level C (in addition to levels A and B)

- The ability to influence the attitudes and collaboration of partnered services
- Is able to positively contribute to bid writing and securing of relevant funding, including the ability to identify opportunities for funding.
- Is able to identify areas of service improvement, based on knowledge of current