

Assistant Housing Options Officer (Post No: 10268) Range 2

See Job Profile for full duties.
Main duties include:

Providing initial advice on a range of housing issues including housing options, social housing, homelessness and private sector housing issues

Offering initial advice to customers and other organisations on housing and homelessness initiatives

Collation of evidence to support the Housing Options Officers when undertaking their enquiries regarding homelessness applications

Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
<u>Requirements at level 2A:</u>	<u>Requirements at this level in addition to level 2A:</u>	<u>Requirements at this level in addition to level 2A and 2B:</u>
<u>Qualifications</u> A good standard of general education (e.g. Level 2, GCSEs) including Maths and English	<u>Qualifications</u> None	<u>Qualifications</u> None
<u>Knowledge</u> - Understanding of the Council's obligations to those who are homeless - An understanding of the issues faced by households who are homeless - An understanding of the social housing and the challenges with allocating social housing - Understanding of the range of housing options and support services available - An understanding of excellent customer service and best practice - An understanding of equality and diversity - An understanding of data protection - Understands their role in the context of safeguarding children, young people and vulnerable adults - Understanding of the differing needs of customers who face sometimes difficult and stressful situations	<u>Knowledge</u> - A good knowledge base of the law in relation to a broad range of housing and benefit issues such as homelessness legislation, landlord and tenant law, private sector issues, court processes etc - An awareness of all the services and support available to residents seeking help and accommodation including those beyond housing such as health and well-being, employment and education - Knowledge of community-based supports that are available	<u>Knowledge</u> - Knowledge Housing Legislation including: - Part VI and Part VII of the Housing Act 1996 (as amended), - the Homelessness Act 2002, - Homelessness Reduction Act and any other relevant legislation as applicable - Knowledge of statutory guidance for allocation of social housing and homelessness
<u>Experience</u> - Working in a high-pressured environment - Delivering excellent customer service - Supporting vulnerable people - Of working within a team	<u>Experience</u> - Dealing with a wide range of people who may present complex and challenging behaviour. - Providing comprehensive advice and assistance - Assessing applications for social housing - Dealing with challenging issues in temporary accommodation - Effective joint working and successful multi agency working	<u>Experience</u> - At least 12 months experience of working in a local housing authority or Registered Housing Provider in a customer service or Housing capacity - Experience of negotiating with other statutory, community-based and advocacy organisations to find solutions to complex housing situations - Experience of successfully managing rent accounts and undertaking related enforcement - Understanding of good housing standard and how it relates to accommodation provision regarding homelessness duties - Demonstrable experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies

Skills • The ability to undertake a range of processes and procedures involving workflow systems and maintenance of database information • Have a level of numeracy sufficient to give basic money and housing advice using available tools • Excellent IT skills, with the ability to use a range of databases and MS Word and EXCEL to produce a wide range of letters and documents and MS Outlook to process the full range of email and diary functions • Ability to remain calm and able to make accurate and timely decisions whilst under pressure • Good interpersonal skills and a proven ability to communicate effectively • <u>Empathic and able to deal with customers in a sensitive and appropriate manner in a demanding and challenging environment.</u> • <u>Non judgement with excellent active listening ability</u>	Skills • Ability to remain calm and able to make accurate and timely decisions whilst under pressure and to maintain control of challenging situations • Ability to represent the service by developing and maintaining effective relationships with internal and external representatives	Skills • Ability to interpret legislation and law and how it impacts customer service deliver. • The ability to work across boundaries in partnership with all housing sectors and partner agencies. • The ability to develop and present written and verbal information in a clear and concise manner • <u>Proven ability in brokering and leading partnerships internally and externally</u> • <u>Excellent customer services</u>
Housing Options Triage Officer (Post No: 15785) Range 3		
See Job Profile for full duties. Main duties include: Be the first point of contact in a customer focused front line Housing Solutions Service providing timely and sometimes immediate housing advice to customers on a range of housing options, providing information, guidance and signposting on available benefits and services Provide homelessness prevention advice to customers on housing options including social housing, shared ownership, other forms of low-cost home ownership, disabled adaptations, family mediation, supported housing and how to access private rented housing Supporting Housing Options Officers in carrying out homelessness needs assessments. To support clients to register and access the Council Housing Register along with provide advice and assistance in line with the allocation policy.		
Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
<u>Requirements at level 3A:</u>	<u>Requirements at this level in addition to level 3A:</u>	<u>Requirements at this level in addition to level 3A and 3B:</u>
<u>Qualifications</u> • A good standard of general education (e.g. Level 2, GCSEs) including Maths and English or • Equivalent housing qualification at Level 2	<u>Qualifications</u> • Completion of role specific training as identified during Performance Appraisal Review	<u>Qualifications</u> • Completion of role specific training as identified during Performance Appraisal Review
<u>Knowledge</u> • An understanding of the relevant legislation and regulations that apply to housing and homelessness • An understanding and awareness of the issues affecting housing and homelessness • Understanding of the causes of homelessness and social exclusion and approaches which seek to address this. • An understanding of the issues affecting landlord and tenant including the grounds and process for recovering possession. • A working knowledge of the different tenancy types and how they can be legally ended • An awareness of the local agencies and services available to customers both statutory and voluntary	<u>Knowledge</u> • Knowledge of landlord and tenant law, including the grounds and process for recovering possession. • Knowledge of the current Code of Guidance for Local Authorities, Relevant Case Law and its application. • Knowledge of housing and homelessness legislation such as the Housing Act 1996; Homelessness Code of Guidance; and Homelessness Reduction Act 2017 • Knowledge of the housing options and best practice available to relieve and prevent homelessness • Knowledge of best practices and initiatives on preventing rough sleeping	<u>Knowledge</u> • Understanding of housing policies, regulations and case laws including Part VI of the Housing Act 1996 (as amended) • Knowledge of Landlord and Tenant Legislation, the Housing Act 1985, Protection from Eviction Act 1977 and Protection from Harassment Act • Knowledge of local social, justice and healthcare services and an ability to navigate systems and pathways into services • Knowledge of the current Code of Guidance for Local Authorities, Relevant Case Law and its application.

• Understanding of the needs and challenges facing people who are or have been homeless, including trauma; addiction, mental and physical health; exclusion and multiple disadvantages. • Knowledge of safeguarding children and vulnerable adults’ procedures as it affects the role • Understanding of the current welfare benefit system and associated challenges faced by those sleeping rough		
Experience • Experience of “front line” interviewing • Experience of providing comprehensive housing advice on a wide range of matters and delivering an efficient and effective casework service. • Experience of dealing with the public a demanding frontline facing service in difficult and stressful situations • Experience of writing letters and reports to customers, professionals and partner agencies • Experience of keeping good and accurate records	Experience • Experience of working in a housing service preventing homelessness • Proven success in preventing homelessness through imaginative problem-solving and skilful negotiation with excluders. • Experience of developing and sustaining effective working relationships and works successfully in partnership with other services and organisations. • Experience of managing a range of complex tasks, with competing demands, and successfully responding to changing circumstances and priorities. • Proven experience of successfully managing a large complex caseload • Proven experience of casework management, joint working and interagency liaison.	Experience • At least 2 years’ experience evidencable successful outcomes with homeless households • Experience of conducting in-depth interviews to obtain relevant information and validate evidence to complete accurate assessments • Experience of writing and issuing detailed, legal and robust s184 decision letters • Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours • Demonstrable experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies.
Skills • Ability to gather, analyse and interpret information and exercise judgement • Ability to gain, and retain, the confidence and respect of staff, service users and other contacts • Able to work on own initiative • Able to prioritise workloads and meet deadlines • Excellent written and oral communications at all levels • Developed negotiating skills • Be confident and competent with standard IT packages • Proven decision-making skills • Good numeracy skills • Able to work as part of a team and share/learn best practice, knowledge and expertise with/from colleagues • Able to show a commitment to a high level of customer care and the Council’s Equal Opportunities Policy • Able to take responsibility for your own development • Able to manage a caseload	Skills • Proven ability to interpret and explain complex legislation and guidance • Ability to work within legal, political and policy constraints and to follow internal procedures • Demonstrable ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences • Ability to deal with high levels of work-related pressure, for example from deadlines, interruptions or conflicting demands. • Able to develop the ability to cope with and control confrontational situations	Skills • Adopts an imaginative and innovative approach. • Demonstrable ability to supervise, co-ordinate or train other employees where required • Promote good performance, developing clear, structured and efficient ways of managing workload and delivering results, challenging themselves and others to perform well, and to adhere to the Council’s performance management systems

Housing S&P Officer-Asylum Seeker Service (Post No: 16067) Range 4

See Job Profile for full duties.

Main duties include:

Deliver government-funded resettlement schemes in Medway, in adherence to Home Office grant funding requirements

Ensure the highest levels of support, from pre-arrival planning to intensive integration casework, to the development of new projects to make best use of grant funding

Enable successful integration of refugees and migrants, build social cohesion in our communities and share best practice with other local authorities

A champion of equality, working to remove barriers that refugees and migrants may face in accessing services whilst promoting social and economic integration to the greatest extent possible

Level A (Developing)	Level A (Developing)	Level A (Developing)
<u>Requirements at level 4A:</u>	<u>Requirements at this level in addition to level 4A:</u>	<u>Requirements at this level in addition to level 4A and 4B:</u>
<u>Qualifications</u> • A good standard of general education (e.g. Level 2, GCSEs) including Maths and English or • Equivalent housing qualification at Level 2	<u>Qualifications</u> • Completion of role specific training as identified during Performance Appraisal Review	<u>Qualifications</u> • Completion of role specific training as identified during Performance Appraisal Review
<u>Knowledge</u> • Basic working knowledge of UK mainstream services e.g. Education, Health, Housing, Welfare Benefits and community support systems. • Understanding of cultural diversity and the ability to work with people from a range of different cultures. • Knowledge and insight into the needs, hopes and experiences of refugees and migrants, the main barriers to successful integration and able to demonstrate how such barriers can be overcome. • Knowledge of Safeguarding, Safety planning, Domestic Abuse and Sexual Exploitation • Understanding of Data Protection, customer confidentiality and information sharing as it relates to this role	<u>Knowledge</u> • Knowledge of Landlord and Tenant Legislation, the Housing Act 1985, Protection from Eviction Act 1977 and Protection from Harassment Act. • Working knowledge of homeless prevention initiatives and their application and effectiveness • A detailed understanding and application of the terms and conditions contained in the range of tenancy agreements across all tenures. • Knowledge of the private rented sector regulations • Detailed knowledge of the governments refugee settlement schemes	<u>Knowledge</u> • Knowledge of trauma informed practice • Understanding of relevant associated statutory guidance, legislation and regulations that impact homelessness prevention e.g. Children's Act • Relevant knowledge of immigration rules and regulations as it affects housing and the role
<u>Experience</u> • Experience of providing support to vulnerable families in a situation of transition and uncertainty • Experience of promoting fairness and equality through service delivery. • Experience of assessment and compiling appropriate packages of support with service users • Experience of working in multi-agency settings and/or of liaising with external organisations. • Experience of operating in a busy, demanding, complex and political environment. • Experience of working with housing services and providers in a client or partnering environment. • Experience of supporting families towards self-sufficiency whilst ensuring essential living needs are met. • Experience of keeping good and accurate records • Experience of working in an environment providing services to people who are homeless or threatened with homelessness • Experience working with people from a range of different cultures and backgrounds, ideally in a community setting.	<u>Experience</u> • Experience of working with and supporting refugees with children whom English is not their first language and an appreciation of opposing cultural perspectives • Experience supporting Refugee / Migrant families to identify and access finances, employment, education, and training opportunities • Experience of encouraging and empowering families to become independent with the ability to empathise with clients without crossing professional boundaries. • Experience of conducting in-depth interviews to obtain relevant information and validate evidence to complete accurate assessments • Proven experience of managing complex casework management, joint working and interagency liaison.	<u>Experience</u> • Experience of contributing to complex reports used for a wide variety of audiences. • Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours • Experience of working in a trauma informed, asset-based approach setting with focus on putting the person at the centre of service delivery. • Demonstrable experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies
<u>Skills</u> • Able to resolve sensitive issues using tact and calm to mediate and resolve problems. • Able to appreciate opposing cultural perspectives • Developed negotiating skills for working with a wide range of voluntary and statutory agencies. • Able to work on own initiative, prioritising workloads and able to meet deadlines • Excellent written and oral communication skills at all levels • Be confident and competent with standard IT packages • Able to work as part of a team and share/learn best practice, knowledge and expertise with/from colleagues • Able to show a commitment to a high level of customer care and the Council's Equal Opportunities Policy • Develop the ability to cope with and control confrontational situations	<u>Skills</u> • Ability to work within legal, political and policy constraints and to follow internal procedures • Demonstrable ability to handle and process documentation relating to small financial amounts • Ability to deal with high levels of work-related pressure, for example from deadlines, interruptions or conflicting demands. • Demonstrable ability to analyse and interpret complex information and situations	<u>Skills</u> • Ability to work independently within defined procedures, and work outside of procedures, making decisions without referring to a line manager, where necessary. • Adopts an imaginative and innovative approach. • Ability to supervise, co-ordinate or train other employees where required • Promote good performance, developing clear, structured and efficient ways of managing workload and delivering results, challenging themselves and others to perform well, and to adhere to the Council's performance management systems • Demonstrate the effective and efficient use of the full range of training resources for self-development and efficiency within the role

• Able to take responsibility for your own development • Able to manage a caseload • Friendly, tactful, approachable, non-judgemental, empathic and customer focused. • Competent user of standard ICT packages, e.g. Word, Excel, Outlook and PowerPoint		
Private Rented Sector Officer (Post No: 7201) Range 4		
See Job Profile for full duties. Main duties include: Source accommodation in the private sector for households who are homeless or threatened with homelessness. To create and develop positive relationships with local landlords and letting agents, negotiating the use of accommodation. Promote One Medway Lettings as well as negotiate financial packages with potential Landlords and process payments. Assist residents at risk of homelessness to secure private rented accommodation by negotiating financial packages with the Landlord/Agent, preparing and processing payments to secure that accommodation, and assisting to complete any required paperwork. Work with households assisted under the scheme to sustain and manage their tenancies, including proactively seeking to establish and foster good relationships between parties, and being available to assist the household or Landlord/Agent to resolve any issues arising which might jeopardise the tenancy. Ensure that the procured properties meet the Councils required standards by carrying out Housing inspections in accordance to the Housing Health and Safety Rating System (HHSRS).		
Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
<u>Requirements at level 4A:</u>	<u>Requirements at this level in addition to level 4A:</u>	<u>Requirements at this level in addition to level 4A and 4B:</u>
<u>Qualifications</u> • A good standard of general education (e.g. Level 2, GCSEs) including Maths and English or • Equivalent housing qualification at Level 2	<u>Qualifications</u> • Evidence Continuing Professional Development (CPD)	<u>Qualifications</u> • Completion of relevant Level 3 Chartered Institute of Housing qualification or equivalent qualification e.g. CIH Level 3 Certificate in Letting and Managing Residential Property • Evidence Continuing Professional Development (CPD)
<u>Knowledge</u> • A good understanding of homelessness legislation and the Homelessness Code of Guidance especially as it relates to the private rented sector • A good understanding of the law relating to landlord and tenant legalisation as it affects the private rented sector. • A good understanding of housing problems in Medway, with emphasis on the private rented sector. • Working knowledge of landlord and tenant issues and best practice in resolving them • Knowledge and awareness of current issues, best practice and developments affecting the delivery of housing services to residents. • Working knowledge of homeless prevention initiatives and their application and effectiveness • Knowledge of Safeguarding, Safety planning, Domestic Abuse and Sexual Exploitation	<u>Knowledge</u> • A good understanding of the remedies for harassment and illegal eviction. • Detailed understanding of the private rented sector market conditions • Understanding of current central Government policy, legislation and processes relating to housing, homelessness, and private sector tenancies. • Understanding of current best practice in preventing homelessness • Knowledge of the criteria used to assess applicants' affordability including eligibility and entitlement to means-tested benefits and tax credits. • Knowledge in property lettings and management in the private rented sector • Understanding of housing standards health and safety, and legislative HMO licensing requirements	<u>Knowledge</u> • A good knowledge of county court possession proceedings, civil proceedings and criminal proceedings. • Extensive knowledge and understanding of the workings of the housing market in Medway and how regulatory measures such as licensing property may impact on the key stakeholders particularly landlords and tenants. • Thorough knowledge of the duties owed to homeless persons under Part VII of the Housing Act 1996 (as amended) and Homelessness Reduction Act 2017 and the Homelessness Code of Guidance for Local Authorities • Awareness of Disabled Facilities Grants, eligibility criteria regarding the applicant & grant eligible works. • Extensive knowledge of all Parts of the Housing Act 2004 & the enforcement options available.

Experience • At least 12 months experience of working in housing advice, options, lettings or management at a local authority, housing association, lettings agency or voluntary agency. • Experience of working successfully with private sector landlords and tenants to provide housing solutions for customers. • Experience of dealing with members of the public both face to face and over the phone • Experience of working in a demanding frontline facing service	Experience • Experience of procuring properties and negotiating with private sector landlords • Experience of inspecting properties, identifying defects and advising and supporting private sector landlords or compliance with appropriate regulations • Experience of working with vulnerable individuals / households in their homes. • Proven experience of successfully negotiating with private sector landlords or letting agents to procure properties	Experience • Experience of communicating detailed technical and legal information so that it is easily understood by service users and staff. • Experience in processing and implementing grants and grant applications. • Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours • Demonstrable experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies
Skills • Able to resolve sensitive issues using tact and calm to mediate and resolve problems. • Ability to work in partnership with and provide support for volunteers and interpreters as appropriate • Good negotiating skills for working with a wide range of voluntary and statutory agencies. • Able to work on own initiative • Able to prioritise workloads and meet deadlines • Excellent written and oral communication skills at all levels • Developed negotiating skills • Proven decision-making skills • Good numeracy skills • Able to work as part of a team and share/learn best practice, knowledge and expertise with/from colleagues • Able to show a commitment to a high level of customer care and the Council’s Equal Opportunities Policy • Able to develop the ability to cope with and control confrontational situations • Able to take responsibility for your own development • Able to manage a caseload • Friendly, tactful, approachable, non-judgemental, empathic and customer focused. • Competent user of standard ICT packages, e.g. Word, Excel, Outlook and PowerPoint	Skills • Ability to work within legal, political and policy constraints and to follow internal procedures • Ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences • Ability to handle and process cash/documentation relating to small financial amounts (i.e. up to £250 per day) • Ability to deal with high levels of work-related pressure, for example from deadlines, interruptions or conflicting demands. • Ability to analyse and interpret complex information and situations	Skills • Ability to work independently within defined procedures, and work outside of procedures, making decisions without referring to a line manager, where necessary. • Ability to adopts an imaginative and innovative approach. • Ability to supervise, co-ordinate or train other employees where required • Promote good performance, developing clear, structured and efficient ways of managing workload and delivering results, challenging themselves and others to perform well, and to adhere to the Council’s performance management systems • Demonstrate the effective and efficient use of the full range of training resources for self-development and efficiency within the role
Visiting Officer Homes for Ukraine (Post No: 15786) Range 4		
See Job Profile for full duties. Main duties include: Deliver government-funded resettlement schemes in Medway, in adherence to Home Office grant funding requirements Ensure the highest levels of support, from pre-arrival planning to intensive integration casework, to the development of new projects to make best use of grant funding Enable successful integration of refugees and migrants, build social cohesion in our communities and share best practice with other local authorities A champion of equality, working to remove barriers that refugees and migrants may face in accessing services whilst promoting social and economic integration to the greatest extent possible		
Level A (Developing)	Level A (Developing)	Level A (Developing)

<u>Requirements at level 4A:</u>	<u>Requirements at this level in addition to level 4A:</u>	<u>Requirements at this level in addition to level 4A and 4B:</u>
<u>Qualifications</u> • A good standard of general education (e.g. Level 2, GCSEs) including Maths and English or • Equivalent housing qualification at Level 2	<u>Qualifications</u> • Completion of role specific training as identified during Performance Appraisal Review	<u>Qualifications</u> • Completion of role specific training as identified during Performance Appraisal Review
<u>Knowledge</u> • Basic working knowledge of UK mainstream services e.g. Education, Health, Housing, Welfare Benefits and community support systems. • Understanding of cultural diversity and the ability to work with people from a range of different cultures. • Insight into the needs, hopes and experiences of refugees and migrants, the main barriers to successful integration and able to demonstrate how such barriers can be overcome. • Knowledge and understand of the difficulties faced by refugees. • Knowledge of Safeguarding, Safety planning, Domestic Abuse and Sexual Exploitation • Understanding of Data Protection, customer confidentiality and information sharing as it relates to this role	<u>Knowledge</u> • Knowledge of Landlord and Tenant Legislation, the Housing Act 1985, Protection from Eviction Act 1977 and Protection from Harassment Act. • Working knowledge of homeless prevention initiatives and their application and effectiveness • A detailed understanding and application of the terms and conditions contained in the range of tenancy agreements across all tenures. • Knowledge of the private rented sector regulations • Detailed knowledge of the governments refugee settlement schemes	<u>Knowledge</u> • Knowledge of trauma informed practice • Understanding of relevant associated statutory guidance, legislation and regulations that impact homelessness prevention e.g. Children's Act • Relevant knowledge of immigration rules and regulations as it affects housing and the role
<u>Experience</u> • Experience of providing support to vulnerable families in a situation of transition and uncertainty • Experience of promoting fairness and equality through service delivery. • Experience of assessment and compiling appropriate packages of support with service users • Experience of working in multi-agency settings and/or of liaising with external organisations. • Experience of operating in a busy, demanding, complex and political environment. • Experience of working with housing services and providers in a client or partnering environment. • Experience of supporting families towards self-sufficiency whilst ensuring essential living needs are met. • Experience of keeping good and accurate records • Experience of working in an environment need to join the sentence • providing services to people who are homeless or threatened with homelessness • Experience working with people from a range of different cultures and backgrounds, ideally in a community setting.	<u>Experience</u> • Experience of working with and supporting refugees with children whom English is not their first language appreciation of opposing cultural perspectives • Experience supporting Refugee / Migrant families to identify and access finances, employment, education, and training opportunities • Experience of encouraging and empowering families to become independent with the ability to empathise with clients without crossing professional boundaries. • Experience of conducting in-depth interviews to obtain relevant information and validate evidence to complete accurate assessments • Experience of conducting in-depth interviews to obtain relevant information and validate evidence to complete accurate assessments • Proven experience of casework management, joint working and interagency liaison. • Experience of managing a complex caseload	<u>Experience</u> • Experience of contributing to complex reports used for a wide variety of audiences. • Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours • Experience of working in a trauma informed, asset-based approach setting with focus on putting the person at the centre of service delivery. • Proven experience of successfully providing a high performing service that demonstrate effective employee behaviour • Demonstrable experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies
<u>Skills</u> • Able to resolve sensitive issues using tact and calm to mediate and resolve problems. • Able to appreciate opposing cultural perspectives • Ability to work in partnership with and provide support for volunteers and interpreters as appropriate • Good negotiating skills for working with a wide range of voluntary and statutory agencies. • Able to work on own initiative • Able to prioritise workloads and meet deadlines • Excellent communication skills at all levels • Developed negotiating skills • Good written and oral communication skills • Be confident and competent with standard IT packages	<u>Skills</u> • Ability to work within legal, political and policy constraints and to follow internal procedures • Ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences • Ability to handle and process cash/documentation relating to small financial amounts (i.e. up to £250 per day) • Ability to deal with high levels of work-related pressure, for example from deadlines, interruptions or conflicting demands. • Demonstrable ability to analyse and interpret complex information and situations	<u>Skills</u> • Demonstrable ability to work independently within defined procedures, and work outside of procedures, making decisions without referring to a line manager, where necessary. • Adopts an imaginative and innovative approach. • Ability to supervise, co-ordinate or train other employees where required • Promote good performance, developing clear, structured and efficient ways of managing workload and delivering results, challenging themselves and others to perform well, and to adhere to the Council's performance management systems • Demonstrate the effective and efficient use of the full range of training resources for self-development and efficiency within the role

• Proven decision-making skills • Good numeracy skills • Able to work as part of a team and share/learn best practice, knowledge and expertise with/from colleagues • Able to show a commitment to a high level of customer care and the Council's Equal Opportunities Policy • Develop the ability to cope with and control confrontational situations • Able to take responsibility for your own development • Able to manage a caseload • Competent user of standard ICT packages, e.g. Word, Excel, Outlook and PowerPoint • Friendly, tactful, approachable, non-judgemental, empathic and customer focused.		
Housing Options Domestic Abuse Officer (Post No: 15468) Range 4		
See Job Profile for full duties. Main duties include: Act as domestic abuse (DA) champion and lead for Housing Services, including promoting learning and improvement across the service, disseminating good practice, feeding back information, legislation and case law developments, to section managers and staff Promote safeguarding across the Service and ensuring that appropriate referrals and interventions are undertaken for vulnerable survivors of domestic abuse being assisted by the service. Complete assessments with clients experiencing DA that have approached the service, including risk assessments, safety plans & complete referrals to appropriate agencies as required and liaise with other services and departments to achieve the best outcome for victims		
Level A (Developing)	Level A (Developing)	Level A (Developing)
<u>Requirements at level 4A:</u>	<u>Requirements at this level in addition to level 4A:</u>	<u>Requirements at this level in addition to level 4A and 4B:</u>
<u>Qualifications</u> • A good standard of general education (e.g. Level 2, GCSEs) including Maths and English or • Equivalent housing qualification at Level 2	<u>Qualifications</u> • Completion of role specific training as identified during Performance Appraisal Review	<u>Qualifications</u> • Completion of role specific training as identified during Performance Appraisal Review
<u>Knowledge</u> • Working knowledge of the duties owed to homeless persons under Part VII of the Housing Act 1996 (as amended) and Homelessness Reduction Act 2017 and the Homelessness Code of Guidance for Local Authorities • Knowledge of Domestic Abuse Act 2021 • Knowledge of best practice in supporting victims and survivors of domestic abuse • A general understanding of the impact of DA on individual victims, their families and the community. • Knowledge of FGM; Forced Marriage and so called 'honour' based violence. • An excellent working knowledge of housing needs of abuse survivors • Up to date knowledge of welfare rights, benefits and how it relates to domestic abuse. • An excellent working knowledge of key issues faced by people Domestic Abuse victims and survivors • Understanding of domestic abuse and its effects on diverse groups and children	<u>Knowledge</u> • Good knowledge of the criminal justice system and civil and legal orders available to victims of domestic abuse • Extensive knowledge of the housing and homelessness system and pathways and resettlement opportunities for survivors of domestic abuse • Detailed and extensive knowledge of the current Code of Guidance for Local Authorities, Relevant Case Law and its application. • Working knowledge of homeless prevention initiatives and their application and effectiveness • Knowledge and understanding of the Housing Department's objectives and policies and the ability to communicate these to colleagues and customers to help them understand decisions and service practises	<u>Knowledge</u> • Knowledge of housing policies, regulations and case laws including Part VI of the Housing Act 1996 (as amended) • Knowledge of trauma informed practice • Understanding of relevant associated statutory guidance, legislation and regulations that impact homelessness prevention e.g. Children's Act

• An understanding of the link between violence, abuse, exploitation and homelessness, and a willingness to develop this knowledge particularly around domestic abuse, other forms of violence against women and girls, hate crime and youth violence. • Good working knowledge of the principals of confidentiality and to be able to apply them to complex practical situations • Practical understanding of diversity and experience of applying its principles in the workplace •		
Experience • Proven experience of working with homeless or vulnerably housed women experiencing multiple disadvantages Experience of working with and advocating for survivors of domestic abuse. • Experience of managing a caseload of individuals facing severe and multiple disadvantages. • Experience of coping under pressure and dealing with difficult situations. • Experience of partnership and collaborative working across a broad system. • Experience of managing risk and safety planning. • Evidence of working at a professional level • Experience of completing SaveLives DASH assessments and making referrals to MARAC. • Experience of writing letters and reports to customers, professionals and partner agencies • Experience of working in a demanding environment with the public • Experience of keeping good and accurate records •	Experience • Experience of working in a housing service preventing homelessness • Experience of conducting in-depth interviews to obtain relevant information and validate evidence to complete accurate assessments • Experience of managing a complex caseload • Experience of gender and trauma informed approaches. • Experience of representing teams at multiagency risk management meetings	Experience • Experience of developing and delivering training programmes for professionals in a multi-agency setting with reference to key areas that impact domestic abuse survivors • Experience of developing and maintaining effective strategic and operational partnerships across both statutory and voluntary organisations. • Experience of successfully undertaking research, preparing reports and undertaking bids for funding. • Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours • Demonstrable experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies
Skills • Able to work on own initiative • Able to prioritise workloads and meet deadlines • Excellent communication skills at all levels • Developed negotiating skills • Good written and oral communications skills • Be confident and competent with standard IT packages • Proven decision-making skills • Good numeracy skills • Able to work as part of a team and share/learn best practice, knowledge and expertise with/from colleagues • Able to show a commitment to a high level of customer care and the Council's Equal Opportunities Policy • Develop the ability to cope with and control confrontational situations • Able to take responsibility for your own development • Able to manage a caseload • Competent user of standard ICT packages, e.g. Word, Excel, Outlook and PowerPoint • Friendly, tactful, approachable, non-judgemental, empathic and customer focused.	Skills • Ability to work within legal, political and policy constraints and to follow internal procedures • Demonstrable ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences • Demonstrable ability to handle and process cash/documentation relating to small financial amounts (i.e. up to £250 per day) • Ability to deal with high levels of work-related pressure, for example from deadlines, interruptions or conflicting demands. • Demonstrable ability to analyse and interpret complex information and situations	Skills • Demonstrable ability to work independently within defined procedures, and work outside of procedures, making decisions without referring to a line manager, where necessary. • Adopts an imaginative and innovative approach. • Demonstrable ability to supervise, co-ordinate or train other employees where required • Promote good performance, developing clear, structured and efficient ways of managing workload and delivering results, challenging themselves and others to perform well, and to adhere to the Council's performance management systems • Demonstrate the effective and efficient use of the full range of training resources for self-development and efficiency within the role

See Job Profile for full duties. Main duties include: To facilitate and coordinate the delivery of the Reviews function for all requests for Review and Suitability under parts VI and VII of the Housing Act 1996 as amended. Responsible for assessing each request on merit by analysing the request alongside the contents of relevant case file and make recommendations to relevant service areas. To provide an efficient and responsive casework review service, ensuring that all reviews and county court appeals are dealt with in accordance with legislation, Council policy, and statutory deadlines. Record and acknowledge all requests for statutory reviews of homelessness decisions and respond to enquiries on any issues that are raised. Act as a lead officer in liaising with clients and Council solicitors in reviews and when defending County Court Actions. Has robust knowledge of Part VII Housing Act 1996 as amended and Homelessness Act 2017, able to complete s.202 decisions where an initial assessment determines the outcome does not require the attention of the Review Officer. Act as a representative for Service areas, political astute and able to make detailed assessment of fact with high attention to detail. Able to make complex robust decisions and recommendations on casework undertaken, including to overturn and uphold decisions and service practice. Makes recommendations for service improvement based on lessons learned from review requests and decisions. A subject matter expert, delivers feedback, training, case law updates and advice to Homelessness Prevention Service		
Level A (Developing)	Level A (Developing)	Level A (Developing)
<u>Requirements at level 4A:</u>	<u>Requirements at this level in addition to level 4A:</u>	<u>Requirements at this level in addition to level 4A and 4B:</u>
<u>Qualifications</u> • A good standard of general education (e.g. Level 2, GCSEs) including Maths and English or • Equivalent housing qualification at Level 2	<u>Qualifications</u> • Evidence of up-to-date training on relevant case laws relating to homelessness and social housing allocation • Evidence Continuing Professional Development (CPD)	<u>Qualifications</u> • Completion of relevant Level 3 Chartered Institute of Housing qualification or equivalent qualification e.g. CIH Level 3 Certificate in Providing Homelessness Services • Evidence Continuing Professional Development (CPD)
<u>Knowledge</u> • Expert knowledge of the Housing Act 1996 as amended and related legislation and caselaw. • Demonstrable knowledge of s.202 & s.204 review procedures • Extensive and up to date knowledge of relevant housing case law relevant to preventing homelessness • Understanding of the legal and procedural requirements in relation to homelessness and access to social housing. • Detailed and extensive knowledge of the current Code of Guidance for Local Authorities, Relevant Case Law and its application. • Thorough understanding of the wider issues impacting upon homelessness, the barriers facing people with severe and multiple disadvantages and the challenges involved in resolving rough sleeping • A detailed understanding and application of the terms and conditions contained in the range of tenancy agreements across all tenures. • Detailed knowledge of homeless prevention initiatives and their application and effectiveness • Detailed working knowledge of other agencies, both statutory and voluntary providing relevant advice and assistance to customers under alternative legislation and in all forms of tenure • Knowledge of safeguarding children and vulnerable adults' procedures • Detailed knowledge of the equalities and diversity????	<u>Knowledge</u> • Knowledge and understanding of the Housing Department's objectives and policies and the ability to communicate these to colleagues and customers to help them understand decisions and service practises • Understanding of the process for judicial review of statutory housing decisions under housing legislations • Working knowledge of relevant associated statutory guidance, legislation and regulations that impact homelessness prevention e.g. Children's Act, Leaving Act, Care Act • Knowledge of services offered by other internal and external agencies, including health and social care, social welfare, housing, employability and drug and alcohol services.	<u>Knowledge</u> • Detailed knowledge of national and local policy and initiatives on homelessness • Knowledge of local social, justice and healthcare services and an ability to navigate systems and pathways into services • Working knowledge of psychologically informed principles and practice, strength-based approaches and trauma informed care
<u>Experience</u> • Experience of working in Homelessness and delivering a front-line service • Experience of communicating detailed technical information so that it is easily understood by service users and staff • Experience of achieving performance targets and meeting departmental performance objectives	<u>Experience</u> • Experience of applying legislation from Part 6 and Part 7 of the Housing Act, and other relevant legislation, case law and best practice to homelessness or review cases • Experience of producing clear, detailed and legally compliant letters • Experience of managing a caseload and meeting deadlines	<u>Experience</u> • Experience of legal procedures and Court work • Experience of responding to legal challenges in the form of pre-action protocols, Judicial Reviews and assisting with s204 Appeals • Experience of working in a trauma informed, asset-based approach setting with focus on putting the person at the centre of service delivery.

• Proven experience of managing a complex casework management, joint working and interagency liaison • Experience of working proactively and in collaboration with other services to prevent homelessness and meet housing need.	• Experience of keeping accurate records • Experience of mentoring and coaching staff • Experience of communicating both orally and in writing with a varied audience in relation to legal matters • Experience in developing procedures and protocols • Experience in service improvement	• Experience of assisting and being present in Court on housing related matters • Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours • Demonstrable experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies
<u>Skills</u> • Ability to gather, analyse and interpret complex information and exercise judgement • Ability to gain, and retain, the confidence and respect of staff, service users and other contacts • Able to work on own initiative • Able to prioritise workloads and meet deadlines • Excellent communication skills at all levels • Developed negotiating skills • Good written and oral communications skills • Be confident and competent with standard IT packages • Proven decision-making skills • Good numeracy skills • Able to work as part of a team and share/learn best practice, knowledge and expertise with/from colleagues • Able to show a commitment to a high level of customer care and the Council's Equal Opportunities Policy • Ale to develop the ability to cope with and control confrontational situations • Able to take responsibility for your own development • Able to manage a caseload	<u>Skills</u> • Proven ability to interpret and explain complex legislation and guidance • Ability to work within legal, political and policy constraints and to follow internal procedures • Demonstrable ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences • Demonstrable ability to handle and process cash/documentation relating to small financial amounts (i.e. up to £250 per day) • Ability to deal with high levels of work-related pressure, for example from deadlines, interruptions or conflicting demands.	<u>Skills</u> • Adopts an imaginative and innovative approach. • Demonstrable ability to supervise, co-ordinate or train other employees where required • Promote good performance, developing clear, structured and efficient ways of managing workload and delivering results, challenging themselves and others to perform well, and to adhere to the Council's performance management systems • Demonstrate the effective and efficient use of the full range of training resources for self-development and efficiency within the role

Housing Options Officer (Post No: 7474) Range 4

See Job Profile for full duties.

Main duties include:

To actively support the prevention of homelessness by providing a comprehensive housing options and advice service to the public.

To ensure that the Council complies with its statutory duties in providing homeless prevention advice, ensuring that the Council acts in accordance with the legislation and its timescales.

To actively work with residents to prevent or relief their homelessness irrespective of their tenure, providing holistic specialist housing solutions casework and advice to all persons at risk of becoming homeless.

To provide a customer focused, pro-active, person-centre service to help residents secure their housing choices, ensuring resident are always treated with dignity and sensitivity.

Level A (Developing)	Level A (Developing)	Level A (Developing)
<u>Requirements at level 4A:</u>	<u>Requirements at this level in addition to level 4A:</u>	<u>Requirements at this level in addition to level 4A and 4B:</u>
<u>Qualifications</u> • A good standard of general education (e.g. Level 2, GCSEs) including Maths and English or • Equivalent housing qualification at Level 2	<u>Qualifications</u> • Evidence Continuing Professional Development (CPD)	<u>Qualifications</u> • Completion of relevant Level 3 Chartered Institute of Housing qualification or equivalent qualification e.g. CIH Level 3 Certificate in Providing Homelessness Services • Evidence of up-to-date training on relevant case laws relating to homelessness and social housing allocation

<u>Knowledge</u> - Working knowledge of the duties owed to homeless persons under Part VII of the Housing Act 1996 (as amended) and Homelessness Reduction Act 2017 and the Homelessness Code of Guidance for Local Authorities - Understanding of the causes and impact of homelessness and current best practice in preventing homelessness - Working knowledge of options available to households at risk of homelessness - Working knowledge of the Landlord and tenant law. - Working knowledge of other agencies, both statutory and voluntary providing relevant advice that offer support to prevent homelessness - Knowledge of Safeguarding, Safety planning, Domestic Abuse and Sexual Exploitation - Understanding of Data Protection, customer confidentiality and information sharing as it relates to this role - Knowledge of the equalities and diversity and how it impacts on homeless households	<u>Knowledge</u> - Detailed and extensive knowledge of the current legislation and duties owed to homeless persons by the Council under Part VII of the Housing Act 1996, Homelessness Reduction Act 2017, Localism Act 2011 and its application. - Detailed and extensive knowledge of the current Code of Guidance for Local Authorities, Relevant Case Law and its application. - Knowledge of Landlord and Tenant Legislation, the Housing Act 1985, Protection from Eviction Act 1977 and Protection from Harassment Act. - Extensive knowledge of homeless prevention initiatives and their application and effectiveness - A detailed understanding and application of the terms and conditions contained in the range of tenancy agreements across all tenures. - Knowledge of the private rented sector regulations	<u>Knowledge</u> - Knowledge of housing policies, regulations and case laws including Part VI of the Housing Act 1996 (as amended) - Knowledge of trauma informed practice - Knowledge of defending possession proceedings and evictions in court including harassment and illegal evictions - Understanding of court procedures for defending possession and eviction claims in court - Understanding of relevant associated statutory guidance, legislation and regulations that impact homelessness prevention e.g. Children’s Act
<u>Experience</u> - Experience of “front line” interviewing - Experience of dealing with the public, often in difficult and stressful situations - Experience of working in a demanding frontline facing service - Experience of carrying out housing needs and affordability assessments and creating personal support plans to help households avoid homelessness - Experience of working with vulnerable households to prevent homelessness - Experience of actively working with other agencies to prevent homelessness - Experience of writing letters and reports to customers, professionals and partner agencies - Experience of keeping good and accurate records	<u>Experience</u> - Experience of working in a housing service preventing homelessness - Experience of conducting in-depth interviews to obtain relevant information and validate evidence to complete accurate assessments - Experience of writing and issuing detailed, legal and robust s184 decision letters - Proven experience of successfully negotiating with excluders using best practice to prevent homelessness - Proven experience of casework management, joint working and interagency liaison. - Experience of managing a complex caseload	<u>Experience</u> - Experience of assisting and being present in Court on housing related matters - Experience of leading on specialist and complex areas of work - Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours - Demonstrable experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies
<u>Skills</u> - Able to work on own initiative - Able to prioritise workloads and meet deadlines - Excellent communication skills at all levels - Developed negotiating skills - Good written and oral communications skills - Be confident and competent with standard IT packages - Proven decision-making skills - Good numeracy skills - Able to work as part of a team and share/learn best practice, knowledge and expertise with/from colleagues - Able to show a commitment to a high level of customer care and the Council’s Equal Opportunities Policy - Develop the ability to cope with and control confrontational situations - Able to take responsibility for your own development - Able to manage a caseload - Friendly, tactful, approachable, non-judgemental, empathic and customer focused.	<u>Skills</u> - Ability to work within legal, political and policy constraints and to follow internal procedures - Demonstrable ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences - Demonstrable ability to handle and process cash/documentation relating to small financial amounts (i.e. up to £250 per day) - Ability to deal with high levels of work-related pressure, for example from deadlines, interruptions or conflicting demands. - Demonstrable ability to analyse and interpret complex information and situations	<u>Skills</u> - Demonstrable ability to work independently within defined procedures, and work outside of procedures, making decisions without referring to a line manager, where necessary. - Adopts an imaginative and innovative approach. - Demonstrable ability to supervise, co-ordinate or train other employees where required - Promote good performance, developing clear, structured and efficient ways of managing workload and delivering results, challenging themselves and others to perform well, and to adhere to the Council’s performance management systems - Demonstrate the effective and efficient use of the full range of training resources for self-development and efficiency within the role

Senior Landlord Engagement Officer (Post No: 14877) Range 5

See Job Profile for full duties.

Main duties include: To lead on the implementation and delivery of a plan to deliver an effective social lettings agency To strategically implement, lead and manage the procurement of private sector accommodation and proactively contribute to the development of existing and new housing options. To manage the work of staff involved with the Council's private renting procurement, initiatives and schemes to meet housing need. To be lead officer for Medway Housing Services on PRS issues, ensuring that Housing Services produces an innovative response to supporting customers into private sector tenancies, considering best practice across the sector. To lead on marketing of various PRS initiatives to landlords and being the council's representative at landlord forums and events, taking the advantage to establish, improve and maintain relationships with landlords at every opportunity. To coordinate activities across several services to ensure private rented properties are affordable and comply with standards and take a lead role in developing and maintaining relationships with partner providers. To proactively contribute to the council's action plan to reduce the number of households in temporary accommodation by monitoring and maximising move on opportunities from temporary accommodation and supported housing and developing and implementing new initiatives which help to increase the supply of private sector properties to prevent and relieve homelessness and reduce the reliance on temporary accommodation.		
Level A (Developing)	Level A (Developing)	Level A (Developing)
<u>Requirements at level 5A:</u>	<u>Requirements at this level in addition to level 5A:</u>	<u>Requirements at this level in addition to level 5A and 5B:</u>
<u>Qualifications</u> - A good standard of general education (e.g. Level 2, GCSEs) including Maths and English - Project management qualification (for new entrants) or relevant experience (for existing employees)	<u>Qualifications</u> Completion of role specific managing staff training as identified during Performance Appraisal Review	<u>Qualifications</u> - Completion of relevant Level 3 Chartered Institute of Housing qualification or equivalent qualification e.g. CIH Level 3 Certificate in Letting and Managing Residential Property - Evidence Continuing Professional Development (CPD)
<u>Knowledge</u> - Understanding of current central Government policy, legislation and processes relating to housing, homelessness, and private sector tenancies. - Knowledge and awareness of current issues, best practice and developments affecting the delivery of housing services to residents. - Working knowledge of landlord and tenant issues in the private sector - Understanding of current best practice in preventing homelessness - Extensive knowledge and understanding of workings of the housing market in Medway and how regulatory measures such as licensing property may impact on the key stakeholders particularly landlords and tenants. - Knowledge of the criteria used to assess applicants' affordability including eligibility and entitlement to means-tested benefits and tax credits. - Knowledge of Safeguarding, Safety planning, Domestic Abuse and Sexual Exploitation - Understanding of Data Protection, customer confidentiality and information sharing as it relates to this role - Knowledge of the equalities and diversity and how it impacts on homeless households	<u>Knowledge</u> - A thorough understanding of the law relating to landlord and tenant legalisation as it affects the private rented sector. - Extensive knowledge in property lettings and management in the private rented sector - Good working knowledge of the Housing Act 2004 and the Housing Health and Safety Rating System - Knowledge of developing and maintaining strong partnerships - Extensive knowledge of national and local policy and initiatives on homelessness and the private rented sector - Knowledge and understanding of the Housing Department's objectives and policies and the ability to communicate these to colleagues and customers to help them understand decisions and service practises.	<u>Knowledge</u> - Knowledge of health and safety regulations affecting building construction and maintenance as it relates to health and safety - Extensive knowledge of the legislative requirements regarding HMOs - Understanding of the principles of project management
<u>Experience</u> - At least 12-month experience working successfully with private sector landlords and tenants to provide housing solutions for customers. - Experience of monitoring performance, producing reports and analysing data to drive service improvements - Demonstrable experience of having successfully managed and delivered projects within a housing environment. - Demonstrable experience of successful partnership working to deliver projects.	<u>Experience</u> - Experience setting up a social lettings' agency - Experience of devising, developing, and implementing successful innovations in service delivery - Experience of managing staff to achieve performance targets and meet departmental performance objectives. - Experience of dealing with complaints, FOIs and/or Member Enquiries, with demonstrable evidence of using these to enhance service delivery. - Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours	<u>Experience</u> - Experience of stakeholder communication, management and negotiation, to a range of audiences including senior management, service professionals and service users to achieve service objective. - Experience of interpreting and utilising a range of different information and data sources, including financial, statistical, and qualitative data and presenting conclusions and implications. - Experience of working in a trauma informed, asset-based approach setting with focus on putting the person at the centre of service delivery.

• Proven experience of developing and sustaining effective working relationships and communications, both internally and externally, with a range of contacts • Experience of liaison and negotiation with partners including voluntary agencies • Experience of finance systems, setting up accounts and invoicing	• Experience of working proactively and in collaboration with other services to prevent homelessness and meet housing need.	• Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours • Demonstrable experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies
Skills • Ability to oversee and evaluate the work of others, providing advice, guidance, support and challenge • A commitment to multi-agency working and establishing partnerships with other professions to achieve good outcomes for the service user group, e.g., mental health services, criminal justice agencies, community groups, etc • Ability to build relationships with and work positively in partnership with a range of statutory and voluntary agencies. • Ability to motivate and drive individuals and services alike to deliver case objectives and meeting key performance indicators • Ability to identify people's strengths and understand that impact of events in life on the individuals presenting behaviour (i.e., Severe Multiple Disadvantage) • Employ an empathetic and non-judgemental attitude towards service users. • Ability to maintain professional boundaries. • Ability to be creative, to be able to identify problems and work to create solutions • Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by homeless people. • Excellent teamwork and interpersonal skills, maintaining a highly cooperative approach to supporting colleagues and partners in achieving desired outcomes for service users. • Competent user of standard ICT packages, e.g. Word, Excel, Outlook and PowerPoint • Ability to keep abreast of relevant professional developments and to undertake training for the post.	Skills • Ability to identify and respond to political context advising senior officers where required. • A track record of successful conflict management and dealing with individuals who present challenging behaviour • The capability to handle the pressure and responsibility of helping vulnerable people with very complex needs whilst remaining enthusiastic and motivated in a demanding role. • Excellent communication, writing and presentation skills with experience of effective communication to a range of audiences including senior management, professionals and service users. • Ability to present complex information and reports in a concise and clear manner either orally or in writing.	Skills • Highly effective organisational and prioritisation skills, managing a demanding and complex work programme with rapidly changing and competing priorities. • Ability to explore models of homelessness prevention and best practice, specifically in relation to personalisation, assertive outreach and the prevention of rough sleeping and provide recommendations to Partners on how to implement best-practice • Strong influencing and stakeholder management skills and the ability to build relationships at all levels

Senior Lettings Officer (Post No: TBC) Range 5

See Job Profile for full duties.

Main duties include:

To lead on the implementation and delivery of a plan to deliver an effective social lettings agency

To strategically implement, lead and manage the procurement of private sector accommodation and proactively contribute to the development of existing and new housing options. To manage the work of staff involved with the Council's private renting procurement, initiatives and schemes to meet housing need.

To be lead officer for Medway Housing Services on PRS issues, ensuring that Housing Services produces an innovative response to supporting customers into private sector tenancies, considering best practice across the sector.

To lead on marketing of various PRS initiatives to landlords and being the council's representative at landlord forums and events, taking the advantage to establish, improve and maintain relationships with landlords at every opportunity.

To coordinate activities across several services to ensure private rented properties are affordable and comply with standards and take a lead role in developing and maintaining relationships with partner providers.

To proactively contribute to the council's action plan to reduce the number of households in temporary accommodation by monitoring and maximising move on opportunities from temporary accommodation and supported housing and developing and implementing new initiatives which help to increase the supply of private sector properties to prevent and relieve homelessness and reduce the reliance on temporary accommodation.

Level A (Developing)	Level A (Developing)	Level A (Developing)
Requirements at level 5A:	Requirements at this level in addition to level 5A:	Requirements at this level in addition to level 5A and 5B:
Qualifications - A good standard of general education (e.g. Level 2, GCSEs) including Maths and English - Project management qualification (for new entrants) or relevant experience (for existing employees)	Qualifications Completion of role specific managing staff training as identified during Performance Appraisal Review	Qualifications - Completion of relevant Level 3 Chartered Institute of Housing qualification or equivalent qualification e.g. CIH Level 3 Certificate in Letting and Managing Residential Property - Evidence Continuing Professional Development (CPD)
Knowledge - Understanding of current central Government policy, legislation and processes relating to housing, homelessness, and private sector tenancies. - Knowledge and awareness of current issues, best practice and developments affecting the delivery of housing services to residents. - Working knowledge of landlord and tenant issues in the private sector - Understanding of current best practice in preventing homelessness - Extensive knowledge and understanding of workings of the housing market in Medway and how regulatory measures such as licensing property may impact on the key stakeholders particularly landlords and tenants. - Knowledge of the criteria used to assess applicants' affordability including eligibility and entitlement to means-tested benefits and tax credits. - Knowledge of Safeguarding, Safety planning, Domestic Abuse and Sexual Exploitation - Understanding of Data Protection, customer confidentiality and information sharing as it relates to this role - Knowledge of the equalities and diversity and how it impacts on homeless households	Knowledge - A thorough understanding of the law relating to landlord and tenant legalisation as it affects the private rented sector. - Extensive knowledge in property lettings and management in the private rented sector - Good working knowledge of the Housing Act 2004 and the Housing Health and Safety Rating System - Knowledge of developing and maintaining strong partnerships - Extensive knowledge of national and local policy and initiatives on homelessness and the private rented sector - Knowledge and understanding of the Housing Department's objectives and policies and the ability to communicate these to colleagues and customers to help them understand decisions and service practises.	Knowledge - Knowledge of health and safety regulations affecting building construction and maintenance as it relates to health and safety - Extensive knowledge of the legislative requirements regarding HMOs - Understanding of the principles of project management
Experience - At least 12-month experience working successfully with private sector landlords and tenants to provide housing solutions for customers. - Experience of monitoring performance, producing reports and analysing data to drive service improvements - Demonstrable experience of having successfully managed and delivered projects within a housing environment. - Demonstrable experience of successful partnership working to deliver projects. - Proven experience of developing and sustaining effective working relationships and communications, both internally and externally, with a range of contacts - Experience of liaison and negotiation with partners including voluntary agencies - Experience of finance systems, setting up accounts and invoicing	Experience - Experience of setting up a social lettings' agency - Experience of devising, developing, and implementing successful innovations in service delivery - Experience of managing staff to achieve performance targets and meet departmental performance objectives. - Experience of dealing with complaints, FOIs and/or Member Enquiries, with demonstrable evidence of using these to enhance service delivery. - Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours - Experience of working proactively and in collaboration with other services to prevent homelessness and meet housing need.	Experience - Experience of stakeholder communication, management and negotiation, to a range of audiences including senior management, service professionals and service users to achieve service objective. - Experience of interpreting and utilising a range of different information and data sources, including financial, statistical, and qualitative data and presenting conclusions and implications. - Experience of working in a trauma informed, asset-based approach setting with focus on putting the person at the centre of service delivery.
Skills - Ability to oversee and evaluate the work of others, providing advice, guidance, support and challenge - A commitment to multi-agency working and establishing partnerships with other professions to achieve good outcomes for the service user group, e.g., mental health services, criminal justice agencies, community groups, etc	Skills - Ability to identify and respond to political context advising senior officers where required. - A track record of successful conflict management and dealing with individuals who present challenging behaviour - The capability to handle the pressure and responsibility of helping vulnerable people with very complex needs whilst remaining enthusiastic and motivated in a demanding role.	Skills - Highly effective organisational and prioritisation skills, managing a demanding and complex work programme with rapidly changing and competing priorities. - Ability to explore models of homelessness prevention and best practice, specifically in relation to personalisation, assertive outreach and the prevention of rough sleeping and provide recommendations to Partners on how to implement best-practice

• Ability to building relationships with and work positively in partnership with a range of statutory and voluntary agencies. • Ability to motivate and drive services to deliver case objectives and meeting key performance indicators • Ability to identify people's strengths and understand that impact of events in life on the individuals presenting behaviour (i.e., Severe Multiple Disadvantage) • Employ an empathetic and non-judgemental attitude towards service users. • Ability to maintain professional boundaries. • Ability to be creative, to be able to identify problems and work to create solutions • Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by homeless people. • Excellent teamwork and interpersonal skills, maintaining a highly cooperative approach to supporting colleagues and partners in achieving desired outcomes for service users. • Competent user of standard ICT packages, e.g. Word, Excel, Outlook and PowerPoint • Willingness to keep abreast of relevant professional developments and to undertake training for the post.	• Excellent communication, writing and presentation skills with experience of effective communication to a range of audiences including senior management, professionals and service users. • Ability to present complex information and reports in a concise and clear manner either orally or in writing.	• Strong influencing and stakeholder management skills and the ability to build relationships at all levels
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Senior Housing Options Officer (Post No: 12445) Range 5

See Job Profile for full duties.

Main duties include:

Responsible for the day-to-day management and supervision of the Housing Options Team

Lead on complex and challenging cases whilst providing a proactive customer led service to support Medway residents

Responsible for the day-to-day management and supervision of the Housing Options Team Develop and maintain strong communications with internal and external partners

Ensure high service standards are embed with continuous service improvements and best practice approaches, including benchmarking other local authorities

Level A (Developing)	Level A (Developing)	Level A (Developing)
<u>Requirements at level 5A:</u>	<u>Requirements at this level in addition to level 5A:</u>	<u>Requirements at this level in addition to level 5A and 5B:</u>
<u>Qualifications</u> • A good standard of general education (e.g. Level 2, GCSEs) including Maths and English or • Equivalent housing qualification at Level 2	<u>Qualifications</u> • Completion of role specific managing staff training as identified during Performance Appraisal Review	<u>Qualifications</u> • Completion of relevant Level 3 Chartered Institute of Housing qualification or equivalent qualification e.g. CIH Level 3 Certificate in Providing Homelessness Services • Evidence Continuing Professional Development (CPD)
<u>Knowledge</u> • Detailed and extensive knowledge of the current legislation and duties owed to homeless persons by the Council under Part VII of the Housing Act 1996, Homelessness Reduction Act 2017, Localism Act 2011 and its application. • Understanding of current best practice in preventing homelessness • Detailed and extensive knowledge of the current Code of Guidance for Local Authorities, Relevant Case Law and its application.	<u>Knowledge</u> • Knowledge and understanding of the Housing Department's objectives and policies and the ability to communicate these to colleagues and customers to help them understand decisions and service practises • Understanding of court processes for possession and eviction claims in court • Detailed Knowledge of the private rented sector regulations and working with landlords across all tenures	<u>Knowledge</u> • Detailed, extensive and up to date knowledge of housing policies, regulations and case laws including Part VI of the Housing Act 1996 (as amended) • Detailed knowledge of national and local policy and initiatives on homelessness • Knowledge of local social, justice and healthcare services and an ability to navigate systems and pathways into services

• Knowledge of Landlord and Tenant Legislation, the Housing Act 1985, Protection from Eviction Act 1977 and Protection from Harassment Act. • Thorough understanding of the wider issues impacting upon homelessness, the barriers facing people with severe and multiple disadvantages and the challenges involved in resolving rough sleeping • Detailed knowledge of homeless prevention initiatives and their application and effectiveness • Detailed working knowledge of other agencies, both statutory and voluntary providing relevant advice and assistance to customers under alternative legislation and in all forms of tenure • Knowledge of safeguarding children and vulnerable adults' procedures • Detailed knowledge of the equalities and diversity	• Working knowledge of relevant associated statutory guidance, legislation and regulations that impact homelessness prevention e.g. Children's Act, Leaving Act, Care Act • Knowledge of developing and maintaining strong partnerships • Extensive and up to date knowledge of relevant housing case law relevant to preventing homelessness • Knowledge of services offered by other internal and external agencies, including health and social care, social welfare, housing, employability and drug and alcohol services.	• Working knowledge of psychologically informed principles and practice, strength-based approaches and trauma informed care
<u>Experience</u> • At least 12 months experience of delivering a high-quality homelessness prevention in a local authority • Experience of working in a demanding environment with the public, delivering excellent customer service • Experience of dealing with a wide range of people who may present complex and challenging behaviour. • Experience of conducting in-depth interviews to obtain relevant information and validate evidence to complete accurate assessments • Experience of writing and issuing detailed, legal and robust s184 decision letters • Proven experience of successfully negotiating with excluders using best practice to prevent homelessness • Experience of working within a team and of proactively working towards joint targets • Experience of effective joint working, successful multi agency working and operating in a demanding working environment. • Experience of dealing sensitively with distressed or challenging customers/service users	<u>Experience</u> • Experience of dealing with complaints, FOIs and/or Member Enquiries, with demonstrable evidence of using these to enhance service delivery. • Experience of managing a team providing homelessness prevention in line with relevant housing regulations • Experience of achieving performance targets and meeting departmental performance objectives • Proven experience of casework management, joint working and interagency liaison • Experience of managing a complex caseload • Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours • Experience of working proactively and in collaboration with other services to prevent homelessness and meet housing need.	<u>Experience</u> • Experience of stakeholder communication, management and negotiation, to a range of audiences including senior management, service professionals and service users to achieve service objective. • Experience of interpreting and utilising a range of different information and data sources, including financial, statistical, and qualitative data and presenting conclusions and implications. • Experience of working in a trauma informed, asset-based approach setting with focus on putting the person at the centre of service delivery. • Experience of assisting and being present in Court on housing related matters • Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours • Demonstrable experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies
<u>Skills</u> • Ability to oversee and evaluate the work of others, providing advice, guidance, support and challenge • A commitment to multi-agency working and establishing partnerships with other professions to achieve good outcomes for the service user group, e.g., mental health services, criminal justice agencies, community groups, etc • Ability to building relationships with and work positively in partnership with a range of statutory and voluntary agencies. • Ability to motivate and drive services to deliver case objectives and meeting key performance indicators • Ability to identify people's strengths and understand that impact of events in life on the individuals presenting behaviour (i.e., Severe Multiple Disadvantage) • Employ an empathetic and non-judgemental attitude towards service users. • Ability to maintain professional boundaries. • Ability to be creative, to be able to identify problems and work to create solutions • Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by homeless people. • Excellent teamwork and interpersonal skills, maintaining a highly cooperative approach to supporting colleagues and partners in achieving desired outcomes for service users.	<u>Skills</u> • Ability to identify and respond to political context advising senior officers where required. • A track record of successful conflict management and dealing with individuals who present challenging behaviour • The capability to handle the pressure and responsibility of helping vulnerable people with very complex needs whilst remaining enthusiastic and motivated in a demanding role. • Excellent communication, writing and presentation skills with experience of effective communication to a range of audiences including senior management, professionals and service users. • Ability to present complex information and reports in a concise and clear manner either orally or in writing.	<u>Skills</u> • Highly effective organisational and prioritisation skills, managing a demanding and complex work programme with rapidly changing and competing priorities. • Ability to explore models of homelessness prevention and best practice, specifically in relation to personalisation, assertive outreach and the prevention of rough sleeping and provide recommendations to Partners on how to implement best-practice • Strong influencing and stakeholder management skills and the ability to build relationships at all levels

- Competent user of standard ICT packages, e.g. Word, Excel, Outlook and PowerPoint - Willingness to keep abreast of relevant professional developments and to undertake training for the post.		
Homeless Prevention and Assessment Team Leader (Post No: 9953) Range 6		
See Job Profile for full duties. Main duties include: To supervise and manage a large team who assist vulnerable people to access and maintain accommodation, co-ordinating housing assessments, providing support, interventions and safeguarding where appropriate, to help them increase their independence and quality of life. To support the Housing Solutions and Reviews Manager with the management and development of the service to prevent homelessness across all tenures and reduce admission into temporary accommodation. To work in partnership with internal and external partners and specialist services and coordinate planned interventions for targeted vulnerable clients, and their families. To lead and develop approaches to manage the housing needs of specific groups under a variety of government schemes such as Homes for Ukraine, Afghan Resettlement Scheme (ARAP/ACRS), the Home Office Asylum Dispersal Scheme amongst others. To participate in joint working with housing providers e.g. Registered Social and Private Sector Landlords to increase the quantity and quality of settled accommodation for Medway residents. To develop effective monitoring and reporting arrangements locally and nationally as required by Ministry of Housing, Communities & Local Government, and other statutory bodies as necessary.		
Level A (Developing)	Level A (Developing)	Level A (Developing)
<u>Requirements at level 6A:</u>	<u>Requirements at this level in addition to level 6A:</u>	<u>Requirements at this level in addition to level 6A and 6B:</u>
<u>Qualifications</u> - Educated to degree level - Equivalent Level 3 Chartered institute of Housing qualification	<u>Qualifications</u> - Completion of role specific managing staff training as identified during Performance Appraisal Review - Evidence Continuing Professional Development (CPD)	<u>Qualifications</u> - Completion of level 4 Chartered Institute of Housing qualification - Evidence Continuing Professional Development (CPD)
<u>Knowledge</u> - Detailed and extensive understanding of the causes of homelessness and the problems faced by households in housing needs, particularly those from vulnerable and disadvantaged groups. - Detailed knowledge of the current legislation and duties owed to homeless persons under Part VII of the Housing Act 1996 (as amended), Homelessness Act 2002, Homelessness Reduction Act 2017, Localism Act 2011 and its application. - Detailed and extensive knowledge of the current Code of Guidance for Local Authorities, Relevant Case Law and its application. - Detailed and extensive working knowledge of homeless prevention initiatives, their application and effectiveness and various types of housing tenures. - Knowledge of Landlord and Tenant Legislation, the Housing Act 1985, Protection from Eviction Act 1977 and Protection from Harassment Act. - Detailed knowledge of welfare benefits and council tax administration and challenges faced by vulnerable households on welfare benefits. - Working knowledge of other agencies, both statutory and voluntary providing relevant advice - Detailed knowledge of private rented sector	<u>Knowledge</u> - Expert and detailed knowledge of current homelessness and housing law and practice, such as the Housing Act 1996, Parts VI and VII, Homelessness Reduction Act 2017, Homelessness Act 2002, Localism Act 2012, code of guidance and case law. - Expert and detailed knowledge of eligibility for homelessness assistance depending on immigration and residence status, with ability to analyse case detail against legislative requirements. - Specialist knowledge of services offered by other internal and external agencies, including health and social care, social welfare, housing, employability and drug and alcohol services. - Extensive specialist homelessness knowledge in the following: - Family and Friend Exclusion - Private Rented Sector - Domestic Violence - Single People - Families - Resettlement - Rough Sleeping and Transitions and	<u>Knowledge</u> - Knowledge of defending possession proceedings and evictions in court including harassment and illegal evictions - Advanced knowledge of homelessness prevention practices and comprehensive housing options advice, including other areas such as Adult and Child Safeguarding, sexual violence, exploitation, and human trafficking. - Advanced knowledge of other legislation relating to families, children, and tenancies. - Detailed knowledge of the private rented sector market and how it impacts homelessness

	- A variety of government schemes such as Homes for Ukraine, Afghan Resettlement Scheme (ARAP/ACRS), the Home Office Asylum Dispersal Scheme amongst others. • A clear understanding of safeguarding and confidentiality. • Knowledge and understanding of the Housing Department’s objectives and policies and the ability to communicate these to colleagues and customers to help them understand decisions and service practises.	
Experience • At least 3 years demonstrable managerial within a local authority housing service, leading a team with a focus on prevention and supporting tenancy sustainment • Proven experience of delivering a statutory frontline service, ensuring that appropriate legal advice and assistance is given in a timely and effective manner to achieve positive outcomes for customers. • Experience of delivering customer focused services in a multi-agency setting • Experience of applying legislation from Part 7 of the Housing Act and undertaking statutory homelessness decisions and Personal Housing Plans under the Housing Act 1996 as amended by Homelessness Reduction Act 2017 • Experience of writing and issuing detailed, legal and robust s184 decision letters • Experience of building positive relationships with both internal and external agencies & collaborating with colleagues to improve outcomes & joint solutions to support clients. • Experience of dealing with confrontational situations	Experience • Proven experience of conducting thorough investigations of complex cases with a focus on positive resolutions and preventing further escalation. • Proven experience of successfully implementing projects to improve homelessness prevention and reduce temporary accommodation cost and demand. • Extensive experience of effective joint working in a multi-agency context to resolve complex issues collaboratively. • Experience of working proactively and in collaboration with other services to prevent homelessness and meet housing need. • Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours • Experience of acting in a Lead Practitioner role or leading a team	Experience • At least 5 years demonstrable managerial experience with a local authority housing service, leading a team with a focus on prevention and supporting tenancy sustainment • Strong track record of leading and motivating high performing teams in a customer focused context, ensuring team members contributed to achieving positive outcomes for customers. • Has a good understanding of the importance of safeguarding across the organisation and can demonstrate this understanding from previous roles • Experience of producing detailed and accurate reports and letters to the public and other professionals • Some experience of budgetary management • Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours • Demonstrable experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies
Skills • The capability to handle the pressure and responsibility of helping vulnerable people with very complex needs whilst remaining enthusiastic and motivated in a demanding role. • Able to provide guidance on internal procedures and interpret policies and procedures to meet specific circumstances or problems • Able to work independently within clear guidelines and regularly use initiative to make decisions • Able to work within legal, political and policy constraints and to follow internal procedures • Able to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences • Able to anticipate problems and provide effective and innovative solutions as well as preventing potential problems • Demonstrable ability to analyse and interpret varied and complex information or situations and develop solutions and/or strategies that take more than a year to formulate. • Able to show a commitment to a high level of customer care and the Council’s Equal Opportunities Policy • Competent user of standard ICT packages, e.g. Word, Excel, Outlook and PowerPoint • Able to lead, build, motivate and manage teams to achieve individual and organisational goals. • Ability to organise, plan and prioritise a varied workload to meet multiple tight and conflicting deadlines and respond effectively to emergencies that require immediate response. • Able to cope with conflict and control confrontational situations	Skills • Excellent leadership, negotiation and influencing skills. This must include the ability to develop, support, empower and motivate a team to achieve goals. • Excellent interpersonal skills, with the ability to communicate complex issues clearly and simply in a compassionate and empathetic way in a demanding environment. • Proven ability to influence performance and relationships to achieve better outcomes for vulnerable people. • Confidence to collate, present and analyse large amounts of complex data. • Proven ability to develop, cultivate and work collaboratively with partner organisations, negotiating as required to achieve shared outcomes. • Strong stakeholder management skills with an ability to build relationships at all levels including at a political and senior management level • Ability to advocate on customer’s behalf with other agencies, statutory and voluntary and other members of the public	Skills • Able to identify and respond to political context advising senior officers where required. • Well-developed strategic and critical thinking. • Able to build strong relationships with services, partners and citizens to engage and influence them to support and drive participative policy making • Able to adapt and respond to unexpected situations flexibly, help mobilise people to create and test ideas • Proven ability to use performance monitoring and management techniques to achieve service targets • Able to lead projects that have explored new models of delivery and delivered significant savings.

• Able to operate within tight financial management including budget preparation and commitment control. • The ability to apply good problem-solving skills, demonstrating initiative and innovation to produce solutions.		
Housing Solutions & Review Manager (Post No: 14872) Range 7		
See Job Profile for full duties. Main duties include: Responsible for managing and developing the Council’s strategic housing partnerships, including its commissioning for Housing Related Support services, and for fostering new partnership opportunities to better achieve the Council’s housing objectives. Responsible for developing and maintaining the Council’s housing strategies and policy positions, and for enabling the Council to adjust its strategy to maximise the potential arising from external and legislative change, and from new business and partnership opportunities as they arise. Responsible for the Housing Partnership and Strategy Team, focusing on supporting vulnerable customers, particularly those that are high-risk and complex, including domestic abuse and people sleeping rough. Working in collaboration with partners to deliver services, including cases within a multi-agency arena		
Level A (Developing)	Level A (Developing)	Level A (Developing)
<u>Requirements at level 4A:</u>	<u>Requirements at this level in addition to level 4A:</u>	<u>Requirements at this level in addition to level 4A and 4B:</u>
<u>Qualifications</u> • Educated to degree level • Equivalent Level 3 Chartered institute of Housing qualification	<u>Qualifications</u> • Completion of role specific managing staff training as identified during Performance Appraisal Review • Evidence Continuing Professional Development (CPD)	<u>Qualifications</u> • Completion of Level 4 Chartered Institute of Housing qualification • Evidence Continuing Professional Development (CPD)
<u>Knowledge</u> • Advanced and authoritative knowledge and understanding of legislation, policy, procedure and practices in respect of homelessness, housing allocations, landlord and tenant law, welfare rights/benefit issues, relevant codes of guidance and case law. • Understanding of the legal and procedural requirements in relation to homelessness and access to social housing. • Comprehensive knowledge and understanding of national and local housing issues and related policies. • Up to date knowledge of local social, justice and healthcare services and how to navigate systems and pathways into services • Comprehensive knowledge of the housing and homelessness system and pathways and resettlement opportunities for vulnerable people • Knowledge of safeguarding, inclusion & diversity and legislation in relation to the role. • Detailed knowledge of the equalities and diversity???? • Working knowledge of psychologically informed principles and practice, strength-based approaches and trauma informed care	<u>Knowledge</u> • In-depth knowledge of the standards required to deliver excellent customer service, especially in the public sector • A broad knowledge of the Children’s Acts, Care Act and other relevant regulations involving vulnerable adults, young people and families • Sound political awareness and personal sensitive especially as it relates to working in a local authority • In-depth understanding of the public policy context in which the Council operates. • Understanding of what change the council wants to deliver and actively seeking out partnership opportunities to drive this agenda, embedding and monitoring outcomes. • Sound working knowledge of research techniques. • A strong understanding of equality, diversity and inclusion and its impact/role within partnership working. • Strong political awareness and personal sensitivity. • Thorough understanding of local government operational structures e.g. governance processes & approvals; Cabinet, Full Council and/or committee processes; Constitution; financial regulations.	<u>Knowledge</u> • Understands the leadership of change in a political environment. • In-depth knowledge of the financial and regulatory framework and funding regimes relating to meeting housing needs • Good understanding of systems leadership • Practical understanding of the principles of public life
<u>Experience</u> • Strong track record of leading and managing high performing teams, delivering a statutory front line service and ensuring every team member contributes to achieving positive outcomes for our customers. • At least 3 years’ experience managing a service applying legislation from Part 6 and Part 7 of the Housing Act, and other relevant legislation, case law and best practice to homelessness or review cases	<u>Experience</u> • Significant experience of successful budget and risk management, including forecasting expenditure and obtaining value for money through procurement particularly in relation to meeting the Council’s temporary accommodation obligations	<u>Experience</u> • The experience and confidence to question and challenge conventional thinking, with a continual eye on innovation and new ways to improve the customer journey and outcomes • Experience of working successfully with elected Members and navigating a complex political landscape

• Extensive experience of running a service with high levels of demand, significant time pressure and conflicting priorities including crisis management within a public service environment. • Experience of setting targets, monitoring performance against these targets and taking remedial action where targets are not met • Experience of interpreting information, with a flexible and creative problems solving approach, making rational, realistic and sound decisions. • Experience of dealing with challenging and vulnerable customers and to take appropriate follow up action. • Extensive experience of conducting thorough investigations and reviews of complex cases, with a focus on positive outcomes and preventing further escalation. • Proven experience of developing strategies and undertaking consultations with a range of interest groups and individuals • Experience of dealing with challenging and vulnerable customers and to take appropriate follow up action. • Experience of preparing and presenting complex reports and making recommendations for change to senior managers. • Experience of dealing with complaints, FOIs and/or Member Enquiries, with demonstrable evidence of using these to enhance service delivery	• Experience of linking strategic partnerships with relevant internal work in a timely manner to take advantage of opportunities and limit possible divergence on key issues. • Proven success in developing effective working relationships and partnerships with contractors, residents and the wider community to achieve better outcomes • Experience of establishing and implementing business planning processes and performance management systems to ensure appropriate and cost-effective service delivery • Extensive, demonstrable experience of overcoming resistance to change at all levels. • Experience of working in a trauma informed, asset-based approach setting with focus on putting the person at the centre of service delivery.	• Significant experience of successfully implementing forward thinking and innovative service changes to realise efficiencies and increase productivity. • Experience of writing Cabinet/Committee reports and taking them through council governance and approval processes or equivalent governance system/process. • Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours • Demonstrable experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies
<u>Skills</u> • Exceptional leadership skills, modelling a strong performance culture and constructively building achievement, confidence and skills in others • Ability to influence people and events both formally and informally, through successful communication, negotiation and persuasive skills and to implement agreed practical solutions • An innovative approach and flexible management style. • Able to develop talent • Able to represent the association internally and externally with key stakeholders • A strong commitment to service excellence, customer care and continuous improvement • Excellent ability to analyse and understand trend and performance data for housing and the ability to report on key statutory information • Pragmatic, creative and flexible approach to problem solving and committed to taking initiative and achieving practical solutions • Ability to negotiate with partners and have the confidence to present information and findings clearly to both lead and influence others behaviour through effective relationship building. • Ability to lead and direct service planning and delivery and performance manage, monitor and take corrective action if necessary. • Excellent performance and financial management skills • A high degree of personal probity, honesty and integrity and commitment to the values of public service • Competent user of standard ICT packages, e.g. Word, Excel, Outlook and PowerPoint • Able to encourage diversity and equality in others, through policy and through service delivery	<u>Skills</u> • Ability to work effectively across a range of service disciplines and with a range of people. • Ability to work in a collaborative way to transform service delivery including the ability to manage internal departmental relationships • Ability to nurture an innovation culture challenging the status quo and providing scope for staff to experiment with new or innovative solutions • Ability to communicate complex ideas, concepts, issues and financial information clearly and simply both verbally and in writing. • Able to deliver change effectively, getting staff buy-in and support. • The ability to take difficult decisions when required to manage conflict positively	<u>Skills</u> • Ability to think strategically and analytically, to interpret information and use as a basis for strategy development and decision making • An empowering style, valuing the contributions of others, with a personal commitment to encouraging continuous learning and a “can do” outlook • Evidence of being a strong corporate player who will lead, motivate and inspire their teams and build a high performing culture. • A demonstrably high level of innovation and creativity to address complex housing issues and develop innovative or bespoke solutions