

## **MEDWAY COUNCIL - JOB PROFILE**

<b>DESIGNATION</b>	<b>Supported Housing Improvement Programme (SHIP) Manager</b>
<b>DIRECTORATE</b>	<b>Business Support</b>
<b>DEPARTMENT</b>	<b>Benefits and Financial Welfare</b>
<b>RESPONSIBLE TO</b>	<b>Head of Benefits and Financial Welfare</b>
<b>GRADE</b>	<b>Range 5</b>

### **1. MAIN PURPOSE OF JOB**

To lead the project which has the aim of driving up of standards, performance and value for money across supported housing in Medway, Swale, Tonbridge Wells and Maidstone in accordance with all relevant legislation and regulations on behalf of Medway Council. We recognise that skills across the full spectrum of activity will take time to develop, so are looking for individuals with experience of one or more areas with the aptitude to pick up additional knowledge.

Manage the SHIP Officers during the course of the project providing line management and guidance to the officers to ensure that we:

Deliver the aims of the SHIP project including the following:-

- the accurate assessment of new claims for Housing Benefit in supported accommodation including investigation into the provider's registration and structure.
- the inspection of properties used by providers of supported housing for their residents
- the detailed reviewing of policy, procedures, risk assessments and support plans included both in data/written format but also through checking operation through observation and collecting information from staff and residents. This will vary from scheme to scheme but may require a number of visits to each property.
- Production of progress reports and presentations for feedback to authorities.

Ensuring that the council's records are kept up to date by:

- Accurately completing reviews of claims for Council tax Reduction and Housing Benefit.
- Recording evidence regarding properties and housing related support so that standards and trends can be mapped and reported on.

Ensure that the following financial functions are implemented: -

- To undertake training as identified by line manager in order to maintain responsive and well-regarded services to customers.
- to remain aware of changes in legislation generally, but in particular with regard to Council Tax Reduction, Housing Benefit and Discretionary Housing payments, the Supported Housing (Regulatory) Oversight Bill, Decent Homes Standard, and HMO legislation.

Ensure that the applicable management information is collated so that accurate returns can be made in respect of the project.

To liaise and correspond with Government Departments, the Department for Work and Pensions, other appropriate organisations and other officers of the Council.

To ensure that equal opportunities issues are taken into account on all service delivery and employment matters. This includes monitoring, planning and implementing change and taking action in accordance with the corporate objectives.

Develop and maintain strong communications with users of the service in order to encourage user participation in service developments and improvements.

Develop and implement service strategies and plans in order to embed continuous service improvements and best practice approaches, including benchmarking, cost analysis and input into options appraisals for the service area.

## **2. PERSON SPECIFICATION**

### **Qualifications**

#### *Essential*

- To possess a professional Housing/Property Management, Housing Related Support or Revenue and Benefits qualification or to have suitable extensive demonstrable experience in either/both disciplines which demonstrates attainment.
- Good general level of education with GCSE or equivalent in Maths and English (A - C) and educated to degree level or extensive experience in Housing/property management, housing related support and/or Housing Benefits• Project management, considerable relevant experience and technical knowledge.

## Experience

### *Essential*

- Demonstrable knowledge and understanding of project management.
- Demonstrable knowledge of the private rented sector standards.
- Demonstrable knowledge of housing policies, regulations and procedures in relation to supported accommodation.
- Demonstrable knowledge of housing and council tax benefit administration, legislation and a good understanding of how other welfare benefits are administered.
- Has a good understanding of the importance of safeguarding across the organisation and has the ability to demonstrate this understanding from previous roles
- Demonstrable experience of co-operation and working with partner organisations

## Skills

### *Essential*

- Demonstrable ability to analyse and interpret varied and complex information and develop strategies and solutions for the medium and long term
- Demonstrable ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences. Can use a different language where required.
- Demonstrable ability to work independently within clear guidelines and regularly use initiative to make decisions, referring to more senior officers for advice on policy/resource issues.
- Demonstrates the ability to deal with high levels of work-related pressure, for example from deadlines, interruptions or conflicting demands
- Demonstrates the ability to work for periods of hours at a time (e.g. a morning or afternoon) undertaking repeated manual calculations or other work with figures, or report writing or preparing for a presentation.
- Can demonstrate dexterity, co-ordination or sensory skills, where there is some demand for precision in the use of these skills, for example driving and/or the general use of a computer during the working day.
- Demonstrable ability to supervise, co-ordinate or train other employees where required.

### *Desirable*

- Demonstrable ability to carry out tasks which impact on the well being of people, including assessing needs, implementing care/welfare, implementing regulations, providing guidance on internal procedures and interpreting policies and procedures to meet specific circumstances or problems.

- Demonstrable experience of providing information and advice on internal procedures related to employees.
- Demonstrable ability to handle and process cash/documentation relating to small financial amounts (ie up to £250 per day)

### **3. ORGANISATION**

#### **(i) ORGANISATION CHART**

#### **(ii) DESCRIBE HOW AND BY WHOM THE POST IS MANAGED**

The post will be managed by TBC Chief Finance Officer

#### **(iii) DESCRIBE THE LEVEL OF INITIATIVE AND/OR INDEPENDENCE EXPECTED OF THE POST HOLDER**

The post holder will be expected to work on their own initiative and as part of a team.

#### **(iv) DESCRIBE ANY SUPERVISORY/MANAGEMENT RESPONSIBILITIES**

The post holder will be responsible for the day-to-day management and supervision of the SHIP Project Team. The post holder is required to supervise and motivate staff within the SHIP Project Team. They must be able to deal with problems, which arise during the day-to-day running of the team. Some of these problems may be complex and they would refer any problems of an unprecedented nature/or of such a complex nature, that is beyond the scope of the post holder, to their manager.

#### **(v) JOB CONTEXT - DESCRIBE THE MAIN CONTACTS, BOTH INTERNAL AND EXTERNAL AND THE PURPOSE OF THOSE CONTACTS**

The post holder will have responsibility to liaise with all levels of the authority, applicants for housing need, other housing and relevant statutory agencies.

### **4. EMOTIONAL DEMANDS**

Will be required to have contact with, or work for, other people (other than immediate work colleagues) which, through their personal circumstances or behaviour place extreme emotional demands on the jobholder.

### **5. PHYSICAL RESOURCES**

Takes some direct responsibility for any of the following or equivalent:

- (i) handling and processing of manual or computerised information where care, accuracy, confidentiality and security are important or;

- (ii) the cleaning of buildings, external locations or equivalent or
- (iii) careful use of very expensive equipment or
- (iv) some responsibility for security of buildings, external locations or equivalent.
- (v) ordering or stock control of a range of equipment and supplies
- (vi) day to day maintenance of equipment or premises
- (Vii) ordering, or stock control of a limited range of supplies.

## **6. FINANCIAL ACCOUNTABILITIES**

The post holder will be responsible for ensuring that value for money is obtained by the Councils in relation to supported accommodation. Financial responsibility for ensuring that supported exempt accommodation presents value for money for the people of Medway.

The job involves limited, or no, direct responsibility for financial resources. The work may involve occasionally handling small amounts of cash, processing cheques, invoices or equivalent.

## **7. WORKING ENVIRONMENT**

The clients that the post holder will deal with in the course of their work are likely to place extreme emotional demands on the post holder.

The post holder may deal with some exposure to disagreeable, unpleasant or hazardous environmental working conditions such as working outside in all weathers or people related behaviour such as verbal abuse.