



## PERSON SPECIFICATION

### Section 1 – Post Details

<b>Job Title:</b>	<b>Head of Housing Needs and Inclusion</b>
<b>Department:</b>	<b>Adults and Health</b>
<b>Section:</b>	<b>Adult Social Care, Commissioning, Housing Needs and Homelessness</b>
<b>Grade:</b>	<b>L</b>
<b>Post Ref:</b>	<b>B008074</b>
<b>Date:</b>	<b>06.07.2026</b>

### Section 2 – Postholder Requirements

#### Key – Assessment Methods

<b>A/F</b>	<b>Application Form</b>
<b>Int</b>	<b>Interview</b>
<b>Assess</b>	<b>Assessments/ test/personal review</b>

#### Identifying minimum standards and additional skills and abilities

<b>E</b>	<b>Essential</b>
<b>D</b>	<b>Desirable*</b>

#### Values and Competencies

	<b>Essential</b>	<b>Desirable</b>	<b>Assessment Method</b>
<b>Trust</b>	<b>E</b>		<b>A/F, Int, Assess</b>
<b>Respect</b>	<b>E</b>		<b>A/F, Int, Assess</b>
<b>Ambition</b>	<b>E</b>		<b>A/F, Int, Assess</b>
<b>Collaboration</b>	<b>E</b>		<b>A/F, Int, Assess</b>
<b>Kindness</b>	<b>E</b>		<b>A/F, Int, Assess</b>

## Experience

	<b>Essential</b>	<b>Desirable</b>	<b>Assessment Method</b>
Substantial experience of managing and leading housing needs, homelessness, housing options, supported accommodation or related inclusion services at a senior level.	<b>E</b>		<b>A/F, Int</b>
Experience of leading statutory homelessness, housing advice, prevention and relief functions within a complex legislative and regulatory framework.	<b>E</b>		<b>A/F, Int, Assess</b>
Experience of leading prevention, early intervention, triage or first point of contact services that support residents to access the right advice, guidance and support at the right time.		<b>D</b>	<b>A/F, Int</b>
Experience of working collaboratively across housing, adult social care, health, community safety, the voluntary, community, faith and social enterprise sector and other system partners to improve outcomes for vulnerable residents.	<b>E</b>		<b>A/F, Int, Assess</b>
Experience of leading services for people experiencing homelessness, rough sleeping, multiple disadvantage, complex needs, asylum or refugee support, or other forms of housing-related vulnerability.	<b>E</b>		<b>A/F, Int</b>
Experience of developing and implementing strategies, policies, service plans and improvement programmes that respond to demand, performance, legislative change and local need.	<b>E</b>		<b>A/F, Int, Assess</b>
Experience of managing budgets, grants, commissioned activity or external funding streams, ensuring resources are used effectively, transparently and in line with statutory, corporate and grant conditions.	<b>E</b>		<b>A/F, Int, Assess</b>
Experience of providing visible, values-led leadership that supports staff wellbeing, high performance, accountability, continuous improvement and positive organisational culture.	<b>E</b>		<b>A/F, Int</b>
Experience of embedding co-production, lived experience, equality, diversity and inclusion into	<b>E</b>		<b>A/F, Int, Assess</b>



service design, partnership working and continuous improvement.			
Experience of working in a political environment, advising senior leaders, elected members, boards or partnerships on service risks, performance, statutory duties and strategic priorities.	<b>E</b>		<b>A/F, Int</b>

### Skills & Abilities

	<b>Essential</b>	<b>Desirable</b>	<b>Assessment Method</b>
Able to provide visible, confident and values-led leadership across housing needs, homelessness, inclusion and related preventative services.	<b>E</b>		<b>A/F, Int, Assess</b>
Able to interpret and apply complex statutory duties, policy requirements and local priorities to support lawful, timely and person-centred decision-making.	<b>E</b>		<b>A/F, Int, Assess</b>
Able to collaborate with, influence and negotiate across housing, adult social care, health, community safety, commissioned providers and voluntary sector partners at strategic and operational levels.	<b>E</b>		<b>A/F, Int, Assess</b>
Able to use performance, demand, customer insight and financial information to identify risk, drive improvement and make evidence-based decisions.	<b>E</b>		<b>A/F, Int, Assess</b>
Able to lead service redesign, transformation and continuous improvement, including prevention, early intervention, digital access, triage and strengths-based approaches.	<b>E</b>		<b>A/F, Int, Assess</b>
Able to manage budgets, grants, commissioned activity and resources effectively, with strong financial awareness and a focus on value for money.	<b>E</b>		<b>A/F, Int, Assess</b>
Highly developed communication skills, including the ability to present complex information clearly to senior leaders, elected members, partners, staff and residents.	<b>E</b>		<b>A/F, Int</b>
Able to work with sensitivity, diplomacy and professional curiosity when supporting services	<b>E</b>		<b>A/F, Int</b>



for people experiencing homelessness, trauma, multiple disadvantage or complex needs.			
Able to make timely, proportionate and defensible decisions, balancing statutory duties, safeguarding, risk, demand, resources and resident outcomes.	<b>E</b>		<b>A/F, Int, Assess</b>
Able to constructively challenge, manage conflict and resolve complex issues while maintaining positive relationships and accountability.	<b>E</b>		<b>A/F, Int</b>
Able to embed equality, diversity, inclusion, cultural competence and lived experience into service planning, decision-making and improvement activity.	<b>E</b>		<b>A/F, Int, Assess</b>
Resilient, calm and organised under pressure, with the ability to manage competing priorities, urgent operational pressures and longer-term strategic objectives.	<b>E</b>		<b>A/F, Int</b>
Able to operate effectively within a political environment, supporting senior leaders and elected members with clear advice, briefings and recommendations.	<b>E</b>		<b>A/F, Int</b>

## Knowledge

	<b>Essential</b>	<b>Desirable</b>	<b>Assessment Method</b>
Detailed knowledge of statutory homelessness, housing advice, prevention and relief duties, including the legal and policy framework that governs local authority housing needs services.	<b>E</b>		<b>A/F, Int, Assess</b>
Knowledge of housing options, temporary accommodation, supported accommodation, allocations, private rented sector access and tenancy sustainment approaches.	<b>E</b>		<b>A/F, Int</b>
Knowledge of first point of contact, triage, early help, neighbourhood and preventative service models that support residents to access the right help at the earliest opportunity.		<b>D</b>	<b>A/F, Int, Assess</b>
Knowledge of rough sleeping, multiple disadvantage, domestic abuse, asylum and refugee support, trauma-informed practice and	<b>E</b>		<b>A/F, Int</b>



the impact of poverty, inequality and exclusion on housing need.			
Knowledge of safeguarding adults and children, risk management, mental capacity, information sharing and escalation pathways relevant to housing needs and inclusion services.	<b>E</b>		<b>A/F, Int, Assess</b>
Knowledge of commissioning, contract management, grant funding, budget management and value for money in the delivery of housing, homelessness and inclusion services.	<b>E</b>		<b>A/F, Int, Assess</b>
Knowledge of performance management, quality assurance, demand modelling, data analysis and improvement approaches within statutory and customer-facing services.	<b>E</b>		<b>A/F, Int, Assess</b>
Knowledge of partnership governance and integrated working across housing, adult social care, health, community safety, probation, providers and the voluntary, community, faith and social enterprise sector.	<b>E</b>		<b>A/F, Int</b>
Knowledge of equality, diversity, inclusion, co-production, lived experience and culturally competent practice in the design and delivery of accessible services.	<b>E</b>		<b>A/F, Int, Assess</b>
Knowledge of local government governance, political decision-making, scrutiny, complaints, member enquiries and public accountability.	<b>E</b>		<b>A/F, Int</b>

### Qualifications

	<b>Essential</b>	<b>Desirable</b>	<b>Assessment Method</b>
Educated to degree level or equivalent professional qualification in a relevant discipline, such as housing, homelessness, public services, social policy, social care, health, community safety or management.	<b>E</b>		<b>A/F, Int</b>
Leadership, management or senior leadership qualification, or equivalent evidence of continuing professional development in leadership and management.	<b>E</b>		<b>A/F, Int</b>



Relevant housing, homelessness or tenancy sustainment qualification, or evidence of specialist professional development in housing legislation, homelessness prevention or housing options.		<b>D</b>	<b>A/F, Int</b>
Relevant commissioning, contract management, project management, financial management or service improvement qualification, or equivalent professional development.		<b>D</b>	<b>A/F, Int</b>

**Safeguarding statement for person's working in Children's and Adult's Services.**

*We are committed to Safeguarding and promoting the welfare of all those we serve, as well as complying with best practice in the application of safeguarding. Therefore, as this role requires working with Children or Vulnerable Adults a Disclosure and Barring (DBS) check will be required as part of the pre-employment checking process, and rechecking will be required as and when determined by the relevant policy.*