

Principal Manager

Service Salford Housing Options Point	Reporting to Head of Service	Location Civic Centre, Swinton	Grade 5a
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About the role

- Assist the Head of Service to effectively manage and deliver a holistic housing options service to people throughout the city.
- Contribute to the reduction and prevention of homelessness, social exclusion and vulnerability of households throughout the city.
- Undertake the statutory duties and functions in relation to homelessness prevention, homelessness and housing advice, ensuring that all staff act in accordance with the statutory provisions, policy and best practice to deliver a high quality customer focused service.
- Ensure that all services are accessible and meet the needs of the community, developing innovative ways to ensure customer engagement with service users.
- Provide the day to day management of the service.
- Develop strong operational and strategic links across agencies involved in supporting people in order to prevent and reduce homelessness, facilitate a return to settled accommodation and enable people to live independently in their communities.
- Identify and develop innovative housing and support options and opportunities, including funding sources, to meet client needs across all tenures.
- Develop tailored induction and training plans for all staff and monitor implementation.
- Manage organisational change and development requirements in light of internal and external trends and influences by keeping up to date with new legislation, guidance and directorate and corporate policies ensuring the structure of the service remains fit for purpose.
- Effectively manage, coach and support staff to deliver a high quality service by a motivated team committed to a client focused approach.
- Monitor, review and improve service delivery on a regular basis in relation to agreed performance indicators and any other frameworks or business plans as appropriate.
- Implement effective performance management for the team and provide regular support, supervision, appraisal and identify training needs for directly managed staff ensuring a high level of service is provided and targets achieved.
- Represent the service on corporate and external groups locally, regionally and nationally.

Key outcomes

- Develops a service structure that is fit for purpose and able to deliver the statutory requirements of the service whilst meeting corporate and directorate objectives.
- Develops and maintains a workforce with the capacity and capability to deliver on the agenda for the service, achieving their maximum potential, and develops a culture that promotes innovation and creativity in service transformation and delivery.
- Achieves on set performance indicators identified in the performance framework in relation to homelessness prevention, homelessness relief and length of stay in temporary accommodation, maximising positive outcomes.
- Sound management and accountability of any homelessness prevention funding, including setting budgets, authorising allocation, maintaining records and production of reports as required.
- Ensures appropriate referral and intervention pathways across service areas are cohesive and interface effectively.
- Leads, builds and manages positive, constructive and productive relationships between the council, its partners and local communities.
- Fosters a supportive and inclusive team environment that empowers staff, recognises their value and expertise and supports a culture of learning and development.
- Leads a service of staff who feel valued, have a shared vision based on shared values and are supported to work together as a team to deliver better outcomes for Salford residents.

What we need from you

- To model and demonstrate our values and behaviours.
- Provides strong professional leadership and strategic responsibility for ensuring high professional standards in all areas of the service.
- Able to contribute to the strategic development of the service.
- Able to communicate complex, sensitive and/or contentious information using appropriate language and format tailored to a range of audiences.
- Ability to analyse, interpret and communicate complex information and legislation and translate these into effective working practices.
- Ability to develop strong operational links and strategic links through partnership and team working to achieve joint aims.
- Detailed up to date knowledge of external issues, (statutory, regulatory, best practice guidance), relevant to housing and homelessness.
- Ability to provide supervision or management support for colleagues, including assisting on performance improvement activities and team training.

- Demonstrates a commitment to personal development and continuous learning opportunities, including taking responsibility of that for others.
- Strong problem solving, planning and analytical skills.
- Flexibility to respond to changing conditions while remaining clear-sighted on service strategies and objectives.
- Demonstrate evidence of creating and fostering a culture of openness, honesty, integrity and inclusiveness.
- Knowledge and understanding of the safeguarding agenda.

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](https://www.instituteforapprenticeships.org/) website.

Tailored Development

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea](#) website.

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.