

Job Description and Person Specification Profile – Housing Advice Manager

Housing Advice Manager

Team:	Housing Advice
Service:	Investment, Development and Housing
Grade:	Grade J
Job ID:	BH21-S
Responsible to:	Head of Homelessness

What's the post, and what are we looking for?

This role will support the head of service in delivering an effective Housing advice service which includes ensuring an early intervention and prevention model is in place within the service to assist those households facing housing difficulties. The role will also have responsibility for the Temporary Accommodation Team based within the service as well as the Rough Sleeper services currently in place and other grant funded teams.

The post holder will be expected to develop relationships internally and externally within Tameside and participate in GMCA work streams and collaboration opportunities.

As part of this role you will also be working alongside partners to seek out new solutions and opportunities to support the Prevention agenda by improving access to sustainable accommodation including supported schemes and specialised services.

You will be responsible for a diverse team on a large scale and will bring great people skills to the role to develop and grow our team members on their professional journeys.

Main Duties and Responsibilities include:

This list is not exhaustive, and is an indicator of the key duties and responsibilities that the post holder will have, as opposed to a task list.

1. To lead and direct the effective use of projects and interventions as part of an integrated response to Homelessness.
2. To contribute to the leadership and direction of the service area, deputise for the Head of Service as appropriate and advise (senior managers, elected leaders, staff and communities) as needed.
3. To be responsible for business planning and financial management ensuring there are robust systems for prioritising work, securing good value for money, effective governance and efficient use of resources.
4. To be responsible for managing risk: contributing to contingency planning for risk to the public, identifying and managing financial risk, risk to staff and risk to service delivery.
5. To work collaboratively and creatively and pragmatically with strategic partners in GMP, GMFRS, housing, health and social care to identify opportunities for early resolution to

- problems and to ensure interventions are based on effective information exchange, particularly where there are additional complexities or foreseeable risks.
6. To offer leadership, challenge, inspiration and guidance to staff and teams, maximising productivity, improving and maintaining oversight of investigative and procedural practices.
 7. To improve performance; overseeing processes for gathering intelligence, developing projects, data evaluation, commissioning, business and team planning.
 8. To support the service in the coordination and development of effective policies and practices and compliance with legislations and guidance in order to meet community safety and homelessness objectives and contribute to economic, health and social wellbeing.
 9. To operate as a senior member of the management team of the Service providing leadership and support.
 10. To be able to adapt own work plan to respond to emergencies and unexpected events, changing priorities and interruptions from staff. To respond to tight deadlines and prioritise work appropriately
 11. Motivate and lead others, both within own areas of specialism and across partnership where competing demands and pressures of work may mitigate against innovation and creative thinking.
 12. To ensure high quality line management support, supervision and appraisal for direct reports and all relevant staff
 13. To contribute to the creative and strategic development of services.
 14. To provide support and leadership for change and new ways of working, including identification of opportunities, scoping, reporting and on occasion project management / and / or implementation.
 15. To communicate own knowledge and expertise in order to effectively influence change and improvements in performance.
 16. To use IT systems to monitor and improve performance
 17. To identify and develop opportunities for income generation and joint funding arrangements through building service reputation, utilising skills within services, developing relationships with potential commissioners of services.
 18. To communicate complex service related information to staff, senior managers, other agencies and professions e.g. developing mutually agreeable business plans/service developments and formal service level agreements.

19. To contribute to the development of advocacy materials and public facing events promoting the service and supporting / encouraging income streams.
20. To work positively and inclusively with colleagues and customers so that services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.
21. To fulfil personal requirements, where appropriate, with regard to council policies and procedures, health, safety and welfare, customer care, emergency, evacuation, security
19. To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee's background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account.
20. To undertake the duties in accordance with the hours as may be required by the service.

The duties may vary from time to time without changing the nature of the post or the level of responsibility, and the post holder may also be required to carry out any other duties appropriate to the grading of the post.

About you

Your essential qualifications

- Educated to Degree level

Your essential skills, knowledge and experience

- Extensive relevant experience managing a housing options service
- Management, leadership and development of teams within a complex political environment through appraisal, mentoring and performance review.
- Management of investigations including evidence gathering, preparation and presentation of reports or other documentary materials.
- Effective relationship-building with political leaders, senior officers and members of the public including summarising and presenting complex information to a high standard
- Understanding of the council's statutory duties and powers and procedural rules with the ability to supervise and advise others on their scope and execution
- Excellent interpersonal skills: able to build relationships with people at all levels, manage and resolve conflicts, influence others and challenge unacceptable practice.
- Ability to analyse, interpret and summarise complex information and data in order to produce reports and inform decision making
- Excellent written and verbal communication skills and the ability to present information coherently and concisely to different audiences.
- Management qualification at NVQ Level 4 or above
- Professional or technical qualification.
- Excellent understanding and management of customer expectation including where customers have additional support or other needs.

- Excellent verbal communication skills and the ability to present information to different audiences
- To meet Tameside Council's standard of attendance.
- A willingness to be flexible in a changing environment
- Ability to fulfil all spoken aspects of the role with confidence through the medium of English

Our employees' skills, experience and knowledge are essential to our success along with their happiness, commitment, enthusiasm and motivation to be the best they can be.

What can you expect from us?

- A fair salary and benefits
- Opportunities for good health and wellbeing
- Help you to grow, develop and to do your best
- Enable you to be creative and innovative
- Fully involve you in changes that affect you and your work
- Listen, and act on your ideas and feedback

Working together, we are proud to work for Tameside

Our **STRIVE** values underpin our practice and behaviours and are at the heart of everything that we do:

