



Your job

Job Title: Project and Operations Manager

Service: Crisis Intervention and Prevention Service

Grade: 10

Reporting to: Strategic Manager – Accommodation Options and Commissioning

This is an exciting role that will be responsible for the operational management of accommodation-based services aligned to Wigan Council's model for meeting Homelessness and Housing demand. This will include the development and management of our temporary accommodation and move on services in line with housing legislative requirements (across all tenures) where this is due to homelessness, or as a result of wider housing displacement.

This role will work with all functions of Housing services, and alongside partners and service providers across sectors, to ensure that effective legal processes are in place and managed that meet our statutory and regulatory responsibilities.

The role will oversee management of our accommodation options which will ensure individuals and families are appropriately accommodated and supported whilst in temporary accommodation and in moving on into longer term accommodation.

A critical role will be ensuring that the quality of accommodation and support is in place to meet housing, health and welfare needs with coordinated plans to support move on from temporary accommodation into healthy sustainable living arrangement within our communities. As part of this, the role will undertake line management of Senior Officers within the service area to ensure delivery of our support and commissioning functions.

The person in this role will proactively lead projects to expand the offer for individuals. This will include management of programmes which includes Changing Futures which aims to provide accommodation and support to people with complexities and ensure they are supported to move on to appropriate housing solutions.

This role will help develop and deliver an effective approach to housing and homelessness issues within local neighbourhoods aligned to our Progress with Unity missions.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

On an ongoing basis you will:

- Undertake line management within the service and matrix management across housing services.
- Lead the development, implementation and management of the temporary accommodation and move on service.
- Ensure high quality of accommodation standards and support delivery.
- Proactively manage budgets and financial resources to ensure best value and high quality of services
- Manage the performance of all internal, contracted, and provider services that contribute to delivery of the temporary accommodation and move on service.
- Implement performance management frameworks within services to measure impact and long-term sustainability
- Evaluate new initiatives, including neighbourhood delivery, to meet demand, and alleviate pressures on the system.

- Manage the operational transition to new arrangements in relation to emergency and short-term accommodation and support provision.
- Oversee the recommissioning of targeted commissioning within the service area providing strong management support to the Strategic and Service Manager.
- Lead on the writing of bids for additional resources and implementation of new initiatives
- Develop and implement audits and pathways to support wider Health, Welfare and Care needs within accommodation settings.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Experience of managing direct service operations across multiple sites.
- Experience of managing significant budgets and understanding of financial procedures.
- Proven management experience with an ability to lead and motivate a team to provide effective services and meet key objectives.
- Experience of successful leadership in a multi-agency partnership environment.
- Experience and clear understanding of commissioning and contract management.
- To demonstrate the ability to manage projects and evaluate success, meeting tight deadlines and ensure value for money.
- Excellent problem-solving skills linked to an ability to advise colleagues.
- Experience of working in partnership with customers, providers, and partners, developing trusting and mutually respectful relationships, which are positive and accountable.
- Ability to demonstrate a high level of interpersonal skills working with a wide range of partners, including housing providers, landlords, support providers, social workers, and health colleagues.
- An understanding of supported accommodation and commissioned services that support people with complex needs, mental health, and substance misuse.

- Knowledge and experience of effective implementation of safeguarding processes.
- Knowledge and understanding of the demand for housing and the impact of homelessness.
- An understanding of the current economic climate and the financial challenges facing the Public Sector and an ability to translate into honest and transparent conversations underpinned by a commitment to transformation.
- Ability to use high level influencing skills and to promote open discussion and negotiate common agreement where there are disparate points of view.
- An understanding and knowledge of relevant legislation that underpins this work such as social and private sector housing and homelessness.
- Excellent oral and written communication skills with the ability to communicate complex information into messages and formal reports which are easy to understand.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”