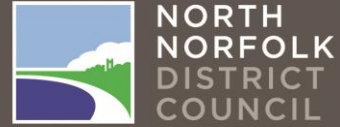


JOB DESCRIPTION



Housing Pathways Team Leader (2414)

Service Area

People Services, Housing Options

Manager/Team Leader

Housing Options Manager

Direct reports

6

Total Managed

2 x Pathway, Prevention & Sustainment Officer

1 x Living Well Officer

1 x Accommodation & Support Officer

2 x Housing Assessment Officers

Purpose of the Role

To lead the operational delivery of the Housing Pathways Team, ensuring the Council meets its statutory homelessness duties through effective management of temporary accommodation, housing register services and wider accommodation pathways.

The post holder manages the council's temporary accommodation portfolio through collaborative working with internal services, landlords, housing providers, partners and customers to increase suitable housing options, support households to secure and sustain accommodation, and drive service quality, compliance, performance and effective team management.

Key Result Areas

Temporary Accommodation

1. Manage and improve the Council's temporary accommodation portfolio, ensuring effective use of stock, income maximisation, reduced voids and losses, accommodation quality, repairs, maintenance and regulatory compliance.
2. Lead placement, move-on and tenancy sustainment pathways, matching households to suitable accommodation and managing risk, affordability, eligibility and support needs.

*In order to assess this from the application form we require you to provide an example

3. Increase accommodation supply and housing options across tenures through acquisitions, funding bids, private leasing and other viable schemes.

Housing pathways

4. Manage the Your Choice Your Home housing register, including assessments, banding, reviews, priority requests, partner support, system improvements and Allocations Policy changes.

5. Support procurement, implementation and improvement of housing register and homelessness IT systems to improve efficiency, data quality and customer experience.

6. Manage private rented sector access, landlord engagement and financial support schemes, ensuring budgets, repayments, risks and standards are effectively controlled.

Rough sleeping

7. Maintain supported accommodation, rough sleeping and Severe Weather Emergency Protocol pathways, including referrals, move-on, routes off the street and access to settled accommodation.

8. Lead local delivery of rough sleeping and homelessness priorities, contributing to strategy development, implementation, monitoring and partnership reporting.

9. Use co-production, customer feedback, complaints, insight and performance information to improve services, customer experience and perceptions of homelessness.

Leadership and compliance

10. Manage, support and develop the Housing Pathways Team through effective resource planning, supervision, appraisal, training, team planning and workforce development.

11. Support budget development, monitoring, income maximisation and financial controls, ensuring spend and financial risks are effectively managed.

12. Maintain data quality, assurance, compliance and reporting arrangements, including Data Protection, UK GDPR, Freedom of Information and statutory, government and internal returns.

13. Meet health and safety responsibilities and undertake other duties appropriate to the grade and post.

*In order to assess this from the application form we require you to provide an example

PERSON SPECIFICATION



**NORTH
NORFOLK
DISTRICT
COUNCIL**

Housing Pathways Team Leader (2414)				
		Essential	Desirable	How Identified
Experience/ Knowledge	Significant experience of working within a housing needs, housing options or homelessness prevention assessment role	✓		App Form*/ Interview
	Experience of managing accommodation, housing stock or property related services, including repairs, voids, income or compliance	✓		App Form*/ Interview
	Knowledge of homelessness legislation, allocations, tenancy/licence arrangements, landlord responsibilities and property standards, including the Housing Health and Safety Rating System	✓		App Form*/ Interview
	Experience of working with vulnerable customers and resolving complex housing enquiries, complaints or casework in a supportive, professional and outcome focused way	✓		App Form*/ Interview
	Experience of managing or coordinating a complex, demand led housing or homelessness service	✓		App Form*/ Interview
	Understanding of safeguarding, risk management and working with people experiencing homelessness, rough sleeping or complex needs	✓		App Form*/ Interview

*In order to assess this from the application form we require you to provide an example

Experience /Knowledge continued	Experience of leading a team and managing staff delivering a customer facing service	✓		App Form*/ Interview
	Experience of multi-agency partnership working	✓		App Form*/ Interview
	Experience of implementing and managing change with a focus on continuous service improvement and outcomes	✓		App Form*/ Interview
	Experience of developing and implementing policies and procedures	✓		App Form*/ Interview
	Knowledge/understanding of the principles of efficiency, effectiveness, economy and equity		✓	App Form*
	Experience of co-production of services		✓	App Form*
	Experience of service planning, target and objective setting and managing performance		✓	App Form*

Qualifications	Educated to A level standard or equivalent, with GCSE or equivalent in English Language and Maths	✓		App Form*
	Management qualification such as ILM Level 3, or equivalent		✓	App Form*
	CIH Level 5, or working towards		✓	App Form*
	Corporate Membership of the Chartered Institute of Housing, or equivalent professional housing experience		✓	App Form*
Training	Appraisal training, coaching and mentoring		✓	App Form*
	Equality, Diversity and Inclusion training		✓	App Form*
	Safeguarding, health and safety, data protection or homelessness legislation training	✓		App Form*

*In order to assess this from the application form we require you to provide an example

Skills	Ability to plan, organise and prioritise work across a busy operational service, managing competing priorities and pressures effectively	✓		App Form*
	Ability to use performance, financial and housing data to monitor demand, manage resources, identify risks and drive service improvement	✓		App Form*
	Problem-solving skills, including the ability to make sound decisions in complex or urgent situations	✓		App Form*/ Interview
	Strong communication skills, with the ability to present information clearly to customers, colleagues and partners	✓		App Form*/ Interview
	Interpersonal skills and ability to respond effectively to the diverse needs of customers and stakeholders	✓		App Form*
	Competent in the use of IT systems and software applications, including Microsoft Office, Outlook, Excel and Teams	✓		App Form*
Aptitude and Disposition	Flexible and resilient, with the ability to manage competing operational pressures	✓		App Form*
	Ability to work collaboratively with colleagues, partners, providers and customers	✓		App Form*/ Interview
	Able to motivate, support and empower team members through change	✓		App Form*/ Interview
	Able to build trust, maintain confidentiality and work professionally with customers, colleagues and partners	✓		App Form*

*In order to assess this from the application form we require you to provide an example

Personal Circumstances	Access to transport	✓		App Form*

Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the Council:

Fairness - We respect people and treat everyone fairly.

Ambition - We welcome new challenges and embrace change.

Integrity - We are open and honest and listen.

Resourcefulness - We strive to be efficient with our resources.

*In order to assess this from the application form we require you to provide an example