**Manchester City Council**

**Role Profile**

**Team Leader, Grade 7**

**Homelessness Service, Neighbourhoods**

**Reports to: Team/Service Manager**

**Job Family: People Care & Support Indirect**

**Key Role Descriptors:**

The role holder will ensure the provision of a high quality service which understands the causes of service user needs in order to improve their opportunities and independence and ensures the accommodation and services are suitable for people who use the service.

The role holder will carry out or manage the delivery of complex assessments and inspections in a sensitive and appropriate manner considering and implementing a range of available solutions and interventions.

The role holder will establish and maintain partnerships with a range of stakeholders in line with statutory functions and relevant legislation and Council policy and procedures.

**Key Role Accountabilities:**

Identify, understand and respond to the needs of service users by providing relevant services to ensure positive outcomes whilst ensuring quality and cost effective services.

Deliver professional and detailed advice and assistance to promote better outcomes.

Identify current and potential safeguarding risks and refer where appropriate, assisting in investigations of allegations to ensure vulnerable service users are protected.

Provide high quality support to the service management as required, ensuring the efficient and effective deployment and performance of the team in relation to workload and capacity demands.

Ensure all records, processes and systems are up to date and maintained to assist with data collection and performance management.

Assist with the monitoring and review of service delivery to ensure that performance targets are met and developed, implement and review procedures to continually enhance the service.

Roles at this level will be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role portfolio:**

The Inspections Team provides a property inspection service to the dispersed accommodation contract and emergency hotel accommodation contract.

The role holder will be a competent manager, capable of leading and managing a team of staff in the provision of a property inspection service. They will need practical experience with property management and inspection and a thorough understanding of the Housing Health & Safety Rating System (HHSRS) or a commitment to work towards this. They will ensure properties procured for the Dispersed Contract are to the required standard. Through management of the Inspections Team they will ensure properties are maintained by providers to the required HHSRS standard.

The role holder will manage relationships, in terms of the accommodation providers for the dispersed contract and emergency accommodation providers for the B&B hotel contract. They will ensure providers meet their contractual obligations. They will ensure providers ensure the flow of emergency and dispersed temporary accommodation to meet the demands of the wider service. The role holder will ensure all properties, when vacant are promptly brought up to standard by the providers in order to minimise voids and to ensure that legal timeframes for the time spent in emergency accommodation by families is adhered to. The role holder will work towards the ending of B&B accommodation for homeless people.

The role holder will have demonstrable knowledge of Council HR policies and procedures and apply these in the support and performance management of their team. The role holder will have a good knowledge and understanding of the Homeless Reduction Act and understanding of the homeless duty owed under the Housing Act. The role holder will possess a strong working knowledge of the Welfare and Housing Benefits system.

The role holder will understand that many residents their service area supports may have vulnerabilities or are experiencing hardship. Homeless households may have multiple complex support needs which can range from poor mental health and wellbeing, substance misuse, poverty, unemployment, domestic abuse in addition to being homeless. The role holder will be empathetic, practical and outcome focussed and will work in partnership and collaboration with the Housing Management Team Leader, Rents Team Leader and the Floating Support Team Leaders to support homeless households.

The role holder will support on the development of new schemes and initiatives with an open-minded and innovative approach to service development. The role holder will advocate for the service and participate and represent the service within homeless action groups and in other forums as and when required.

The role holder will be personally resilient, take a solution focussed approach to problem solving, with a personable ability to lead their team.

The role holder will possess excellent communication skills, write reports and respond to complaints or enquiries from councillors, MPs, customers, advocates and Local Government Ombudsmen.

**Team Leader (Inspections and Housing Management) – Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

● We are proud and passionate about Manchester

● We take time to listen and understand

● We ‘own it’ and we’re not afraid to try new things

●  We take time to listen and understand

**Generic Skills**

* **Communication skills:** Ability to influence or persuade immediate departmental or

functional colleagues. Ability to advise and put case across in relatively

straightforward, non-contentious situations with ability to negotiate agreements.

* **Analytical skills:** Ability to identify and assess risk informing decision making.
* **Planning and Organising: E**xcellent time management skills to ensure work of

team/service completed within deadlines and to agreed standards. Demonstrate

excellent judgement skills under competing priorities and pressure.

* **Strategic Thinking:** Ability to identify best practice, key risks to the delivery of

objectives, and analyse trends and patterns to develop ideas for the strategy of the

service.

* **Problem Solving and Decision Making:** Ability to think laterally and take into

account the root cause of a problem and the client / organisation -wide

consequence of decisions made.

* **People Management:** Is able to inspire individuals to give their best to achieve a

desired result and maintains effective relationships with individuals and the team as

a whole, to ensure that the team is equipped to achieve objectives set according to

the overall business need.

**Technical requirements (Role Specific)**

* Housing Health and Safety Ratings Standard (HHSRS) trained.