

**Manchester City Council  
Role Profile**

**Team Manager (Housing Solutions - Prevention), Grade 9  
Homelessness Service, Adults Directorate  
Reports to: Service Manager  
Job Family: People Care and Support Indirect**

**Key Role Descriptors:**

The role holder will be responsible for the safe delivery of care or people support functions, ensuring the discharge of statutory responsibilities and the provision of a high quality standard of service which promotes the wellbeing of individuals and groups within the community.

The role holder will effectively lead, manage and motivate a team of professional practitioners to develop a skilled and confident workforce which meets the needs of the service and Manchester residents.

The role holder will work in collaboration with partners and key stakeholders to develop effective partnerships and greater coordinated working with other services and organisations to ensure a positive contribution to the development and delivery of care and support priorities for the city.

**Key Role Accountabilities:**

Provide strong management direction and motivate team members through effective performance management and co-ordination to maintain continuous improvement in order to meet service priorities.

The role holder will provide professional consultation, support and guidance for team members and colleagues to assist in decision making and approve specific decisions in the management of cases.

Manage safeguarding risk and quality assurance effectively within the context of an agreed framework, policies, procedures and statutory responsibilities within a multi professional environment.

Work closely with key stakeholders to gather data intelligence in order to identify care needs and priorities to develop sustainable, customer focused service and implementation plans.

Proactively identify and support the implementation of change and improvements in service provision to improve care and support opportunities and outcomes for Manchester residents.

Monitor budgets in accordance with City Council policies and procedures to achieve financial targets and forecast resource requirements as appropriate.

Roles at this level may be required to manage a range of assigned resources. Staff management duties may be either through direct line management (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

The role holder will be expected to effectively co-ordinate resources to support the principals of 'joined up' communication and to ensure efficiencies are achieved.

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: Team Manager – Level 2 (Housing Solutions)**

The role holder will work collaboratively with others to achieve the aims, objectives and targets of the Council's Homelessness Strategy and ongoing priorities aligned to the 'A Place Called Home' – Homelessness Transformation Programme. They will have a clear focus on reducing homeless presentations and increasing successful preventions, ending rough sleeping, helping people gain access to more affordable and appropriate accommodation and ensuring better outcomes and better lives for those at risk or who are homeless.

The role holder will be a strong team leader supervising a management team for the Housing Solutions Service, ensuring that the service discharges the Council's statutory duties under the Housing Act 1996 Schedule VI and VII. The role holder will ensure a high-performance culture within the wider team whilst leading an extremely busy demand led service which will be based across a variety of locations in the community.

The role holder will be a strong leader who will work collaboratively to develop and implement key partnerships to enable upstream prevention and early intervention processes, enabling people to remain in their existing homes or have planned move on to alternative accommodation. The role holder will work across organisations and partnerships to develop, train and equip them to understand upstream prevention and the importance of sustainment of tenancies.

The role holder will work in collaboration with partners and key stakeholders to develop and implement effective partnerships and greater coordinated working with other services and organisations to ensure a positive contribution to the development of a high-quality standard of prevention interventions which promotes the wellbeing of individual and groups within the community.

They will be personable and approachable, developing positive working relationships with partners, statutory agencies, voluntary sector and community based groups whilst establishing links with local authority services including Homelessness, Adult Social Care, Childrens Services, Revenue & Benefits to understand and increase successful prevention outcomes. They will ensure all services across the city work collaboratively, building partnerships and promoting 'prevention of Homelessness is everyone's business'. They will be innovative in their approach.

The role holder will ensure their team focuses on prevention, ensuring as many households as possible are prevented from becoming homeless, using all tools at their disposal to achieve this aim, and taking a clear lead in the development of future prevention activity. The role holder will work closely with the Manchester Homeless Partnership, driving and contributing to the action groups to pilot and develop an increase in homelessness prevention. The role holder will work with colleagues across the Council and external

partners to ensure prevention is identified at a much earlier stage and further upstream to develop a true prevention service.

The role holder will ensure a high-performance culture, monitoring stats and outcomes on a regular basis, whilst ensuring robust partnership working with internal and external partners. They will be responsible for ensuring all work is recorded accurately, and records are correct to ensure clear auditability, achieve service and key performance targets, efficiency, and enable the service to develop and report achievements against local and national standards. They will review, develop and implement pathways, identifying gaps and opportunities, to meet the council's strategic objectives to increase successful prevention outcomes and reduce temporary accommodation usage.

The role holder will strategically manage the service to ensure that the service is able to meet all its legal requirements and continues to be effective whilst exploring new ways of delivering the service. The role holder will work closely with other agencies, ensuring domestic abuse, relationship breakdown, poor housing conditions, unaffordable housing and debt issues are identified at a much earlier stage to enable the delivery of interventions to prevent homelessness occurring. The service will need to have a good understanding of mediation, debt issues, housing disrepair and landlord issues.

The role holder will embed an Our Manchester approach, have excellent partnership skills and a collaborative approach. They will meet regularly with stakeholders and other members of the Council working to develop a city-wide cross partnership approach in the prevention of homelessness. The role holder will have an active role in the Manchester Homeless Partnership. They will enable positive working relationships and work effectively together to provide services relevant to the people of Manchester.

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 Manager – Level 2 (Housing Solutions) - 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 work together and trust each other
- We show that we value our differences and treat people fairly

### General Skills

- **Communication Skills:** Speaks fluently, expresses opinions, information and key points of an argument clearly, makes presentations and undertakes public speaking with skill and confidence. Ability to negotiate difficult agreements with wide impact; ability to influence or persuade internal or external stakeholders.
- **Analytical Skills:** Ability to identify patterns and trends that may impact on decisions and propose realistic conclusions identifying the risks and any assumptions made.
- **Planning and Organising Skills:** Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
- **Problem Solving and Decision Making Skills:** Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature.
- **Strategic Thinking Skills:** Ability to identify best practice and analyse trends and patterns to develop ideas for the strategy of the service.
- **People Management Skills:** Ability to lead, manage and motivate staff to high levels of performance in order to achieve change and maximise staff potential and contribution to the achievement of identified aims and objectives. Can also lead and plan the work of the team which deals with more diverse issues.

### Technical Requirements (Role Specific)