Role profile

Job Title:	Head of Housing Allocations and Accommodation
Department:	Housing Demand
Directorate:	Housing

Grade:	CB4
Post no.:	TBA
Location:	Perceval House

Role reports to:	Assistant Director Housing Demand
Direct reports:	Managers within Housing Allocations and Accommodation
Indirect reports:	Indirect supervisory responsibility for teams within Housing Allocations and Accommodation

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- The Head of Housing Allocations and Accommodation will lead and manage the teams responsible for housing allocations and accommodation, ensuring the council undertakes its statutory duties and responsibilities with respect to these.
- To develop, implement, and review service delivery to optimise housing allocations and accommodation, ensuring compliance with housing legislation, (including the Housing Act 1996 and the Homelessness Reduction Act 2017), local and national housing allocation policies, best practices and adapting to changing housing demands, regulatory and legislative requirements as well as leading the service in relation to the discharge of homelessness duties from temporary accommodation.
- To manage the better use and reduction of temporary accommodation by supporting households to move on to secure permanent accommodation and discharge homelessness duty.
- To provide leadership and management to multi-disciplinary teams covering allocations, assessments, and resettlement services, ensuring temporary accommodation compliance.

- To manage budgets and resources efficiently to meet community housing needs, ensuring the best use of funds and resources, and identifying and securing additional funding opportunities to support housing initiatives.
- To deliver operational excellence in housing allocations and accommodation services, leading continuous improvement efforts and collaborating with other departments to support new property acquisition and supply projects.
- To collaborate with internal departments, government agencies, non-profits, and community groups to build strong relationships, enhance service delivery, and ensure housing needs are understood and addressed.

Key accountabilities

- Ensure that service policies, procedures, and processes are continuously developed to reflect regulatory and legislative changes, as well as changes to industry guidance, and best practice, with a strong emphasis on adhering to legislation affecting the service, ensuring all working practices are compliant and efficient.
- Establish a culture of continuous improvement and innovation by developing and implementing key changes, including clearly communicating goals and expectations to enhance service delivery, processes, and outcomes, ensuring alignment with the organisation's and directorate's overall objectives, as well as industry trends and best practice.
- To be responsible for leading the service in relation to the discharge of homelessness duties from temporary accommodation, including in relation to all legal challenges, judicial reviews and similar relating to statutory homeless duties.
- Leading and inspiring the workforce, ensuring effective team management, professional development, and fostering a positive and productive work environment in line the council's employment policies, procedures and practices.
- To engage with community stakeholders and partners, ensuring collaboration and co-creation on joint initiatives and integrating community and partnership working into service planning and delivery.
- To be responsible and accountable for managing the budget, involving finance teams early, ensuring compliance with financial and procurement procedures, policies and processes, and proactively managing risks and overspends, and maximising income, funding opportunities and efficiencies.
- Fostering effective communication with all service staff, ensuring they are well-informed and actively involved. Clearly articulating service objectives, providing comprehensive briefings on Council-wide issues, and ensuring that corporate messages are effectively cascaded.
- Drafting comprehensive reports, briefing notes, and presentations, supporting audits and committee meetings with detailed information and

analysis and collaborating with the Assistant Director to ensure all documentation meets organisational standards and supports decision-making.

- To be responsible for identifying, assessing, and managing risks to ensure effective service delivery in accordance with the council's risk management policy, frameworks, and local risk register, including ensuring the timely escalation of risks to the Assistant Director.
- Supporting the Assistant Director in managing relationships with members concerning service delivery and politically sensitive issues by providing accurate and timely information and reporting within your area of responsibility, whilst representing the service and the council at meetings and events as required.
- Developing and implementing a business continuity strategy for critical service delivery functions, ensuring effective planning and communication, and collaborating with the council's emergency planning team, emergency and health services, partner agencies, and government organisations to establish robust contingency plans and procedures for managing emergencies.
- Ensuring continuous professional development and mandatory training for yourself and your team, fostering a culture of ongoing learning and compliance.
- To have responsibility for ensuring robust arrangements to ensure the health, safety and wellbeing of staff and others in line with the council's policies, procedures and guidance.
- Ensuring adherence to the council's equality, diversity, and inclusion strategies, policies, frameworks, and legislative requirements, actively promoting these principles in all areas of service delivery, including conducting equality analysis assessments and fostering inclusive interactions with service users, partners, and the workforce.
- Responsibility for delivering accurate insights, establishing and monitoring metrics, and ensuring KPI targets are met, and collaborating with the council's corporate performance team to align with broader organisational goals and reporting requirements.
- Ensuring the safeguarding of vulnerable adults by implementing and adhering to local authority policies, promptly addressing concerns, collaborating with relevant agencies, and providing training and guidance to the allocations and accommodation team.
- Undertaking any duties commensurate with the role, including deputising for the Assistant Director and Heads of Services as needed, to ensure the effective delivery of the directorate's services.
- Provide leadership and assurance for implementation of relevant regulatory requirements across relevant Allocations and Accommodation functions,

ensuring that role expectations, professional conduct, workforce development, continuing professional development and evidence of ongoing competence are embedded and monitored.
- Ensure managers identify and support employees in roles confirmed as in scope for the CCS to obtain, or work towards, the applicable recognised housing qualification within the required or transitional timescale, with appropriate records, governance and escalation arrangements.

Key performance indicators

- Delivery of statutory and local performance reporting to agreed timescales and quality standards
- Timely identification and notification of applicants to properties
- Resettlement targets of households from temporary accommodation
- Temporary Accommodation compliance
- Temporary Accommodation Voids let within target
- Responses to complaints, FOIs and Ombudsman enquiries
- Compliance with statutory and corporate standards (measured by recorded exceptions)
- Delivery of improvement projects within agreed timeframes and budgets
- Demonstrate continuous improvement inline with regulatory requirements and excellence in resident focus

Key relationships (internal and external)

- Assistant Director of Housing Demand
- Housing Demand management team
- Housing Demand staff
- Housing Directorate colleagues
- Council wide senior managers and heads of service e.g. Children's Adults and Public Health, Housing Benefits
- Corporate colleagues e.g., Finance, HR, ICT, Legal, Audit, Commercial hub, and Comms
- Representing the council as a company director for Locata, if nominated to represent the Council in this respect
- External stakeholders e.g., Ealing Homelessness Forum, Accommodation Providers, including Registered providers, Managing Agents, Landlords, Supported Accommodation providers, Greater London Authority, Ministry of Housing, Communities and Local Government,
- Peers in other London Councils
- Other stakeholders e.g. voluntary sector organisations, service providers, resident groups, partnership organisations

Authority level

- Responsibility for staffing and salaries budget
- Policy development and implementation subject to approval as appropriate
- Financial sign off up to £100k
- Supporting revenue budget of £33m
- Board Director of Locata if nominated to represent the Council in this respect

Additional Requirement

- Undertake any other duties commensurate with the role and grade.
- Maintain personal professional competence and conduct consistent with the CCS, complete relevant continuing professional development and promote resident-focused behaviours and professional accountability.
- Act as the senior service lead for CCS compliance within the role's remit, subject to the council's approved CCS governance and role-scope arrangements.

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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Essential knowledge, skills and abilities

1. Significant experience in housing management or a related field, with a track record of delivering successful housing allocation and accommodation solutions.
2. In-depth knowledge of the Housing Act 1996, including Part VI and Part VII, and the Homelessness Reduction Act 2017.
3. Significant understanding of local and national housing allocation and homelessness policies, strategies, and best practices.
4. Sound knowledge of welfare and benefits systems that impact housing and homelessness.
5. Proven ability to lead, manage, and motivate a team, ensuring high performance and effective service delivery.
6. Strong skills in developing and implementing strategic plans to manage housing allocations and accommodation.
7. Excellent verbal and written communication skills, with the ability to engage effectively with a wide range of stakeholders.
8. Strong analytical and problem-solving skills to address complex housing issues and develop innovative solutions.
9. Ability to manage budgets and financial resources efficiently, ensuring services are delivered within budget.
10. Experience of developing and writing successful grant funding bids to secure additional resources for housing services.
11. Experience in working collaboratively with other agencies, charities, and service providers to support housing needs.
12. Demonstratable experience in managing projects from inception to completion, ensuring objectives are met on time and within budget.

13. Detailed knowledge and understanding regulatory requirements, including those of the Regulator of Social Housing

Essential qualification(s) and experience

1. Educated to degree level in a related field such as Housing, Social Work, Public Administration.
2. Membership in a relevant professional body, such as the Chartered Institute of Housing.
3. Evidence of Continuous Professional Development, for example, Formal management training and development programmes such as ILM Level 5 Diploma in Leadership and Management
4. Project Management training such as Prince2 or Project Management Professional certification.
5. A recognised Level 5 housing management qualification, or a commitment and ability to obtain the applicable recognised qualification within the statutory or approved transitional timescale, if the post is formally confirmed as in scope for the CCS. The precise qualification route should be confirmed against the council's approved role-to-qualification mapping before recruitment.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards