

# Job description

**Job title:** Team Leader (Housing)

**Grade:** Grade 12/BAR/13

**Job evaluation reference:** BC616ab

**Job family:** Buildings & Construction

This job description comprises generic core duties applicable to all designated Team Leader roles at this level within the Housing directorates of Dorset Council. In addition, duties specific to the post are included in a context statement. The duties allocated may be changed from time to time to reflect the changing needs of council.

## Purpose and impact

1. As a line manager, to ensure that officers within their team are enabled to carry out their duties and that excellent customer service is provided. To lead by example and give direction, support and guidance to officers and to promote the work of the Council, its purpose, aims and values. To represent the Service Manager at meetings as required.

## Key responsibilities

2. To manage, supervise and support officers under their direct line management including all performance management and monitoring requirements and to work with other team leaders to develop and maintain an integrated service.
3. To manage both their and the teams case load ensuring that statutory duties are met and that there is consistency and parity in the work of the team.
4. To ensure excellent customer service and that assurance and quality monitoring is managed effectively.
5. Prepare detailed and accurate reports and maintain and update records, complete statutory and internal returns and carry out related duties, ensuring the maintenance of quality data.
6. To review and update policies and procedures in line with new legislation, regulations and guidance and make management aware of any impact on service delivery. To plan for change, provide advice, guidance and training to the service and others as required.
7. To lead on specified areas of work – to maintain competency and provide professional expert advice across the wider team.
8. Through the appraisal process and as part of forward planning, to identify learning and development needs and, so far as is practical, ensure on the job training and development needs are met.
9. Establish and maintain effective working relationships, representing the service in a professional capacity internally and with a range of external agencies and partners enforcement bodies, contracted services, central government, community and voluntary groups as appropriate.



10. Contribute to the corporate activities of the Service as a member of its management team including representing and making decisions on behalf of the service at regional meetings and forums, groups, project teams, consultations and other similar groups both locally and nationally.
11. To deputise for the relevant Service Manager as and when required.
12. Contribute to the Service's business planning process.
13. Responsible for recruitment and selection of staff.
14. Engage with and contribute to communication messages and plans for the service.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

### Supervision and management

Reporting to: Service Manager

Responsibility for:

**Grade 12 postholders:** management responsibility for Housing specialists carrying out tasks in one identifiable area of work.

**Grade 13 postholders:** management responsibility for a group of Housing specialists undertaking tasks in the same general area of work.

### Other factors

#### Resources

15. Responsible for the safe keeping and correct use of appropriate equipment, including general agile working devices.
16. Collection of relevant fees (appropriate to specialist roles).

#### Safeguarding

17. Responsible for making referrals as appropriate.

#### Working Environment

18. Remote and lone working is required to carrying out inspections, investigations or site visits and home visits to clients at premises outside the control of the authority, including domestic, outdoor and remote sites. Some work will be in adverse or unpleasant environments.
19. Both office and field based with occasional need to work outside normal weekday hours.
20. The post requires some walking and standing throughout the day.
21. Must have an appropriate driving licence or have access to a form of transport that allows them to fulfil the full range of duties.

#### Contacts and Relationships

22. Extensive public contact. Officers may experience conflict in carrying out duties.
23. Working with other agencies and partners.



### **Financial Responsibility**

24. Responsible for their team's proper handling and processing of client cash payments as necessary in respect of Bed & Breakfast or housing related debts as required.
25. Responsible for their team's proper handling and processing of payments made to clients to support accommodation i.e. top ups for electricity or emergency food provision as required.
26. Budget responsibility in respect of planning funds and various capital resources as required.

### **Our values**

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



# Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria: you should include clear examples of how you meet these criteria within your application form and during the assessment process.

## Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

<b>Qualifications, training or registrations</b> Required by law or essential to the performance of the role or both	<b>Assessed through:</b>
1. Educated to NVQ4 level or significant experience of working to this level	Application form
2. Additional qualifications are required for specific roles	Application form
<b>Experience</b>	
3. Broad range of experience working in a related housing or planning discipline	Application form
4. Experience of line managing staff	Application form
5. Experience of working with multiple external partners	Application form
6. Experience of delivering excellent customer service	Application form
7. Additional experience of budget management and responsibility required for specific roles	Application form
<b>Knowledge</b>	
8. In-depth knowledge of the relevant legislation, case law, guidance and codes of practice	Application form Interview Assessment
9. Knowledge of relevant housing and/or planning policies	
<b>Skills and abilities</b>	
10. Understanding of current issues affecting local government	Interview Assessment
11. Able to support a working culture that is professional, organised and works calmly whilst often under pressure to meet deadlines	Interview Assessment
12. Problem solving skills including creativity and innovation in devising solutions	Interview Assessment
13. Ability to make sound decisions drawn from a set of complex information	Interview Assessment
14. Excellent inter-personal skills and able to communicate effectively at all levels	Interview Assessment
15. Ability to accurately record information and write reports	Interview Assessment



16. Ability to analyse data to predict trends, needs and drive service development	Interview Assessment
17. Ability to motivate staff	Interview Assessment
18. Ability to work both individually and as part of a team	Interview Assessment
19. Ability to grasp technical details across a wide spectrum of legislation	Interview Assessment
20. Competent in IT applications	Interview Assessment
21. Presentation Skills	Interview Assessment
<b>Our values</b>	
22. Respect	Interview Assessment
23. Together	Interview Assessment
24. Accountability	Interview Assessment
25. Openness	Interview Assessment
26. Curiosity	Interview Assessment
<b>Other</b>	
27. A DBS check is required	Application form

## Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

<b>Qualifications, training or registrations</b>	<b>Assessed through:</b>
28. Leadership and/or Management qualification	Application form
<b>Experience</b>	
29. Experience of working to develop, monitor and co-ordinate corporate policies and strategy in relation to relevant housing functions	Application form
<b>Skills and abilities</b>	
30. Understanding of quality management system	Interview Assessment
31. Project management	Interview Assessment



## Approval

Manager's job title: Service Manager  
Date: July 2023

