|  |
| --- |
| Please ensure all details are completed |

|  |
| --- |
| **Post details** |
| Postholders name: |  | Position no. (if vacant) |  |
|  |  |  |  |
| Job title : | Senior Housing Officer (x2) – Temporary Accommodation       | Discrete post ref: |  | Are LMI’s attached: | Yes/No |
|  |
| Directorate: | Housing and Community Safety | Service: | Temporary Accommodation and Housing Supply |
|  |  |
| Reports to: |  | Effective date: | **The effective date will be the first of the month following the JE Panel. If an alternative date is requested, please provide the rationale and the proposed date:-****(NB. HR&OD Business Partners are required to approve all backdated payments)**  |
|  |  |
| Reason for evaluation: | The nature, depth and breadth of the work carried out by the Housing Solutions Service has changed considerably in recent years.  It is unsustainable for all the required work to be carried within one service under one service manager.  It has therefore been agreed that that there will be two separate services, requiring two service manager posts. This is not just the splitting of the current Housing Solutions Service but the creation of two new services.  The senior housing officer is a new role within this new service area.Please note this senior position along with the senior for temporary accommodation (ta) are the same roles, both roles will be managing a different branch within TA so the contents of the JE are the same or very similar. The placements team carry out housing management for the b&b and other accommodation whilst the TA team carry out the housing management for the owned and leased properties DC manage. The same knowledge, experience and skills are required for both posts.    |
| Is the new DP and score applicable to: |  The discrete post as a whole | [ ]  |  An individual within the discrete post | [ ]  |  |
|  |  |  |  |  |  |  |
| Name of line manager/HR&OD Officer \* to notify of result: | Nilima Ali and Sarah How/Bryan Lavelle and Emily Garnham |
| \* delete as appropriate |
|  |
| **Post identified for factor matching** |
| Job title: | Senior Housing Officer |  Discrete post ref: | BC613 |
|  |
| Directorate: | Housing and Community Safety | JE grade: | 11 |
|  |  |
| Reports to: | Team Leader for Temporary Accommodation |
|  |
|  |
| ***I have attached job descriptions*** [ ] ***, and person specifications*** [ ]  ***for both posts identified above and an org chart for the new/revised post*** [ ] ***I have provided electronic versions of the job descriptions, person specifications and org chart*** [ ]  |
|  |
| **Factor** | **Factor levels (of post identified for factor matching)** | **Proposed factor levels (for new/revised post) and evidence to support these levels** |
|  | **level** | **score** | **level** | **agreed** | **Commentary/evidence** |
| **Supervision/ management of people** | **3** |  | **3** |  | **Number of staff: Senior Housing Officer – Housing Management - 7**  **Senior Housing Officer – Housing Management - 5****Dispersal:** managing staff located across the Dorset Council also staff who are working from home and are agile and flexible workers.All Seniors manage staff which are travelling officers, carrying out work that includes investigations, inspections and duties which take them into premises across the Council area which include hostels, temporary accommodation owned and leased, private lets, Bed & Breakfast, Air B&B, mobile homes and properties being managed by third party organisations. Management responsibilities will include recruitment and selection, induction,1:1s, assessment of training needs, provision of advice, guidance and support, allocation of work, monitoring quantity and quality of work including amending service delivery in response to demand, ensuring performance is delivered.The postholder will be responsible for the management of proactive and reactive working programmes, to ensure achievement of statutory returns and meeting customer service standards. They are responsible for all allocation/ monitoring of work and investigations. Ensuring training and competency needs are addressed – specifically competencies of the team members are maintained as required by statutory bodies and the Seniors need to ensure that the allocation of appropriate level of work is matched to officer’s competencies.The postholders will deputise for the Temporary Accommodation Team Leader as required – when on leave, during sickness absence or when workloads dictate. |
| **Creativity & innovation** | **4** |  | **4** |  | Housing legislations are very specific, and almost, constantly changing, especially the property management legislations since Grenfell and the recent unfortunate event with a young child’s death due to damp and mould. It is imperative that staff are constantly up to date with knowledge and best practice and using that knowledge to manage complex cases, innovatively and creatively. As with all housing law, most do not fit within individual circumstances therefore the postholder is regularly required to find ways to resolve or manage cases whilst ensuring they largely work within the framework of policies, procedures and current legislations. Consequently, application of housing legislations is not straightforward and requires interpretation. The post holder will often be required to support staff by translating/ interpreting commercial leases, tenancy agreements and licences and most often, housing law.The post holder will be required to use creativity and innovation to manage properties and tenures daily. This may be through negotiation with landlords, sourcing and proactively seeking to manage properties ensuring they are kept to a decent and safe standard, moving clients into alternative accommodation, enforcing tenancies and licences, collection of rent and managing rent arrears, attending court hearings, seeking assistance from other agencies when appropriate and promoting multi-agency work to ensure clients have support with sustaining tenancies. Each case is different – there can be no “one size fits all” approach**.** The post holder is required to guide, support and encourage Housing Officers to take innovative and creative approaches for their caseloads, using their skills, knowledge and experience to find the right solution rather than impose a particular solution because that is all that is available. They will ensure that the core work of the team is being delivered, closely monitor caseloads and potentially reallocating work as needed.They must ensure that Policies and Procedures are implemented and adhered to and be involved with the review of policies and procedure Creativity and innovation are also required when working with partners. Some partners are more flexible than others and can tweak a service to provide a better fit with the client’s needs but may need to be prompted to do so. This requires influencing and negotiating skills, too. |
| **Contacts & relationships** | **5** |  | **5** |  | The post holder will have a range of contacts both internal and external, and they play a significant part in the role, with many being made daily. The list below is not exhaustive:* Members of the public – over the phone / in person/ in writing
* Team members – including Housing Options, BBL, Housing Standards, Housing Strategy and finance teams.
* Statutory bodies – Police, Probation, Fire Safety
* Internal contacts ie Planning, Adult Social Care, Children’s Services, Revenues and Benefits, Council Tax, Legal, Assets and Property,
* Health professionals – GPs, OTs, Health Visitors
* Client representatives – Solicitors, Citizens Advice, Advocates and Shelter
* Town and Parish Councillors, Dorset Council councillors
* Accommodation providers – housing associations, private sector landlords and residential letting agents
* Commissioned and contracted services – First Point, You First, The Lantern, and Julian House, Shelter

An example of the importance of close working relationships is when there is a complex antisocial behaviour case, there is a requirement to work with various stakeholders and departments, both internal and external to achieve a common goal, which is to eliminate the ASB, so that the client can remain in the property where possible but also allows other residents to live in their homes without being affected by ASB. For example, working with the police, housing options team, tenancy sustainment, legal and support providers, who will have to work together to ensure the ASB is managed appropriately. Depending on the individual tenant/client there may be many stakeholders involved in one case such as social services, support providers who will be able to support the client to manage their behaviour to avoid enforcement action. In serious cases, the police and solicitors will be involved where there may be criminal activities such as drug activities, where the post holder will be involved to ensure the tenancy of the occupant is enforced whilst working alongside legal and police. There may also be breaches if the head lease which is impacted by the behaviour of the client so that we may get notices of breach from the landlord. There may be complaints via councillors and MPs due to residents being affected by particular tenants/clients. The post holder must work closely with all parties and find alternative solutions or carry out joint actions to resolve the case to either manage the client to resolve the case or evict the client. Partners must work jointly to come up with a solution which is beneficial for all parties, be it the client, the neighbours or us as the landlord to achieve a common goal. The postholders will be expected to establish and build effective relationship with key partners to support the work of the service. They will individually attend Multi-Agency Public Protection Arrangements Meetings (MAPPA) and Multi Agency Risk Management Meetings (MARM) on behalf of Dorset Council.Working closely with the legal department, Asset and Property Services, Housing Standards, Housing Options and the Housing finance team, as well as landlords and external legal agencies and support providers.  They will be expected to build strong relationships with baristers and legal so they can attend court to present cases and ensure a successful outcome.These contacts form an important part of the role and will be made on a regular/daily basis. They are an essential part of the investigative work required for the post holders own case load and that of their team.Contact with private landlords, support agencies and colleagues in the options team will be made to discuss the steps which can be taken to prevent homelessness or where there is a breach of agreements for example where there are alleged anti-social behaviour reports or other breaches of tenancies or licences.Good relationships will depend on excellent interpersonal, communication and networking skills. The ability to ask the correct questions is imperative to collect the information required and ensure the decisions made are correct, legally compliance and if negative, withstand challenges.The nature of the case load is that the cases are more likely to be contentious with a number of professionals being involved. Professional views may differ requiring tact, persuasion, and sensitivity. There is often legal compliances pressure to manage housing the housing stock and various external factors are in play which impact the course of action taken by the post holder. A decision to, for example, evict someone due to breaches of tenancy or licence may have an adverse impact on the client but also their homeless applications or future offer of accommodation. These scenarios have implications on the household and the provision of other services provided by the Council and external organisations. |
| **Decisions - discretion** | **3** |  | **3** |  | Decision making is a regular feature of the post holder’s work. The decisions made are direct and do not require reference to the Housing and Supply team leader posts.The discretion available to the individual is based on the post holder’s interpretation of the information available in relation to each case and consideration of the relevant housing legislation, case law, housing acts and government regulations.The post holder will be accountable for the decisions made. Decisions will not be scrutinised. In some cases, the decision will be clear cut, in others it will require a delicate weighing of information. The post holder will need to make several decisions on each case such as, for example, to serve a notice, how to proceed with a complex antisocial behaviour case, whether to rehouse an individual, enforce a breach of agreement or whether to take legal action on a case or not. Decisions such as ending bed and breakfast accommodation as a result of continued poor behaviour which may lead to someone becoming homeless, may also be a decision the post holder will be required to make. The cases dealt with by the post holder will be complex and contentious. Children’s/ Adult Services may be responsible for families for whom the postholder has made a decision that there is no statutory homeless duty.The post holder will be required to make decisions which are reasonable and able to withstand in the court of law if the case was presented at court. The post holder will authorise temporary accommodation requests from other team members for bed and breakfast accommodation. In the absence of the team leader the postholder will authorise/ allocate funds such as p cards payments or travel lodge bookings for homeless households. Guidelines are provided but discretion can be used. The post holder will be expected to use this discretion where appropriate and be able to justify their decisions for allocating and approving funds.  The post holder will be responsible for the allocation of resources not only in their own team but also regarding the wider housing team such as arranging rotas and cover for absences, where necessary. |
| **Decisions - consequences** | **3** |  | **3** |  | Decision making is one of the main features of the postholder’s role. The decisions made are direct and do not require permission from the housing team leaders.  The post holder will make decisions on each case, for example, whether to carry out enforcement action which may lead to an eviction. The consequences of these decisions are likely to have a significant effect on the Council and on the client.  They may result in the client losing their temporary accommodation and may incur loss of the homelessness duty to rehouse the individual by the Council. If they have nowhere else, they can stay temporarily they may end up rough sleeping. If there are children in the household, this will trigger a duty by the Social Services department to take responsibility. This type of decision can be life changing for the individual. The postholder will be able to make such decisions and guide staff on actions required to reach a stage where possession action is taken, depending on the individual case and severity of the breach. This may be due to a breach of the tenancy/licence such as antisocial behaviour.  Even if the decision to end accommodation because of tenancy/ licence breaches does not end the council’s homeless duties, it can end the duty to place in temporary accommodation whilst settle accommodation is sought, this may result in an individual being street homeless. Which can lead to drug and alcohol abuse, poor physical and mental health impacting on other services.  Another example of decision making by the post-holder will include situations of abandonment, subletting or rent arrears.  If an applicant abandons their property, it is a lengthy process through the courts to get possession of the property, it can take as long as 6-12 months. During this time there will be no income coming in for the property and if it is leased the Council will still have to pay the landlord, in addition further homeless applicants will be placed in B&B whilst the property is unavailable. The costs to the Council of placing individuals into B&B are prohibitive and there is the added expense of court costs.   |
| **Resources** | **1** |  | **1** |  | The role will have a travel requirement.The role requires responsibility for confidential and personal information relating to applicant(s) and their household(s). This must be kept secure and in line with the data retention policies of all agencies. Examples include minutes from highly sensitive meetings such as team around the child (TAC), Team around the family (TAF) Child protection, Multi Agency Public Protection Arrangements (MAPPA)The post holder will be authorising staff expenses up to £2000. They will also be required to sign off rent deposits of up to £3500 and repairs recharges of up to the same amount. |
| **Work environment – work demands** | **3** |  | **3** |  | The post holder will be required to hold their own case load of more complex housing cases than the Housing Officers within the team, while providing advice and support to the Housing officers, who are the first point of contact for our clients and landlords.  The postholder’s work will be subject to daily changes / interruptions in daily pattern and priorities. Can set time aside to develop a procedure then be interrupted by a team member wanting immediate advice on an activity, such as a severe flood, or extensive property damage which requires a vulnerable client, who may have possible access needs, to be decanted therefore minimising imminent risk to an individual. Postholder may also be required to coordinate emergency repairs to limit structural damage to the property.  The seniors are responsible for consistently reviewing work priorities, not only their own workload but that of their team. They must have a good understanding of the workloads for each of their team.  The nature of the work is often re-active requiring a quick response. For example, a household who approaches when homeless will need to be found accommodation that night. There will also be competing demands. An unexpected increase in the number of enquiries from the public, councillors, leaseholders, or a Housing Officer off sick, will require an immediate response, reallocating work and if needed, requiring the post holder to provide cover themselves and re-prioritise their own work. Time set aside to work on a case on which a deadline is imminent may be interrupted by a member of the team seeking advice about a situation which needs immediate attention.  The post holder will need to juggle the demands of the day-to-day urgent tasks with other work which can be planned. Planned work will include void management, day to day case management, performance management to ensure staff are meeting KPIs.  Case management: ensure plans are in place in advance to efficiently manage caseload for staff i.e. anti-social behaviour, evictions, compliance, inspections, rent arrears, settling in visits and tenancy audits are completed which should be preplanned and monitored.  Property: Have an overview of any property improvement projects, working closely with assets to manage projects involving TA portfolio. Performance management: ensuring month performance reports updated and commented on. Set monthly performance monitoring for the team to ensure case load and KPIs are managed and achieved. Implementing policies and procedures by ensuring they are adhered to by having regular case management meetings which include void and housing management panels with the staff as well as relevant stakeholders.  Draft complaints which may be highly sensitive and complex.  Ensure compliance checks and regulatory requirements around compliance are carried out, for example gas and electric checks, on a routine bases and ensuring these are carried out before the deadlines, arrange contractors and ensuring certificates are obtained.  Work often cannot be planned due to the nature of the housing environment where urgent and last-minute action and response to incidents is required.  |
| **Work environment – physical demands** | **1** |  | **1** |  | The physical demands of the post are limited. The role is hybrid, home and office based. However, there will be occasions when the post holder must do a home/site visits with staff or colleagues or attend external meetings.The officer will be required to use telephone, keyboard and monitor/laptop for prolonged periods of time each day. Some driving will be required to attend meetings and visits across the borough and carry out home or site visits. |
| **Work environment – work conditions** | **1** |  | **1** |  | Some driving will be required. The role requires speaking to clients in the office and often in their homes. In both instances the post holder may be exposed to dirt and germs from either the applicants or their home environment or the surrounding environment when on site visits. Home visits are likely to be carried out alone. However, if there is a concern about personal safety an alternative venue will need to be found. Site visits are required to a range of premises, which may include properties in a poor state of repair or incomplete building sites. The condition of the properties visited is unlikely to be known in advance and may be insanitary.Home visits constitute 10-20% of the postholders workload. The condition of the properties visited is unlikely to be known in advance and may be insanitary. |
| **Work environment – work context** | **2** |  | **2** |  | The postholders may be lone working when visiting clients in their home and will need to follow the normal health and safety procedures for this. There is potential risk to personal safety in these circumstances that an individual could become violent or exhibit unpredictable behaviour if they are, for example, a substance user or have poor mental health. This also applies to interviews held in an office environment. Lone working constitutes 15% of the postholders workload.There is also a potential risk of illness/health problems from personal contact with customers in their homes or in the office. Some customers have health conditions such as Hepatitis B and C, HIV, TB and other infections or are likely to carry the risk of infection as a result of poor hygiene practices.There will be risk of abuse either in person or over the phone, clients can often be very frustrated, angry or suicidal. Clients in temporary accommodation are often extremely and they can be aggressive to officers in the service.Although every care is taken to safeguard from risk, hazards still exist in the form of aggressive animals, infectious disease transmission, aggressive complainants/ service users, hazardous environments and lone working.Occasional need to work outside of office hours or weekends and will be required. May be required to be on call for housing management emergencies, on a rota basis, over holidays.  |
| **Knowledge & skills** | **5** |  | **5** |  | The post holder will need a minimum of3 years’ experience working in a housing environment in a local authority or a registered provider. Educated to A-Level (or equivalent) standard or relevant experience in the field. Membership of the Chartered Institute of Housing is desirable but not essential.The post requires a combination of people skills (leading and managing), and legislative knowledge/technical skills. While not required to have previous managerial experience, the post holder will need to evidence the ability to lead, manage and supervise a team. Experience of working with a range of partners and community groups.The post holder must be professional in their approach, with a sound knowledge of their subject and an ability to interpret information available from a variety of sources. The post holder will require knowledge of housing and homelessness legislation, including statutory guidance, case law and regulations. The post holder will also need knowledge of homelessness prevention, including best practice together with a working knowledge of other relevant legislation eg private sector housing law, particularly with respect to security of tenure, protection from eviction, disrepair, rent and debt recovery. An understanding of immigration law and the benefits system is also helpful.In addition, the post holder must keep abreast of current and future issues likely to impact on their work and that of their team such as case law, changes in legislation and regulations, for example knowledge around property management is important such as the recent introduction of housing law called Awaabs law on damp, mould and condensation, health and safety legislations which outlines compliance requirements and the introduction of the renters reform bill are all important legislative changes and regulatory. These have a big impact on the postholders role and that of their team members. New amendments and housing legislations or amendments are constantly being introduced which have an impact on how properties are managed. It is important that the post holder is constantly up to date with new changes to housing laws and legislations which then needs to be translated into practice. The post holder must the ability to communicate complex issues in both written and oral forms in a way that’s readily understood by the audience for which it is intended. Good interpersonal skills, being sensitive about the impact a decision will have whether negative or positive and the ability to manage the expectations of the individual or agency providing support are essential.The post holder will also require the skills to build rapport quickly with customers and their teams to understand the challenges they face and to work with them to find solutions which are feasible and sustainable. This requires emotional intelligence and the ability to motivate others. They will also need to manage the impact of this work on themselves. Property, tenancy and homelessness is a very stressful field, requiring emotional resilience.The post holder will need to be sufficiently numerate to undertake performance reporting, benchmarking and statistical analysis. They need to be able to write clear and focused reports, ranging from regular performance reports to one-off reports making recommendations on uses of funding. |
| **Total score** |  |  |  |
| **JE grade** |  |  |  |
| Additional information : |
|  |
|  |
|  |
| **Line manager comments**

|  |
| --- |
|  |
|  |
|  |
| Signed : |       | Date : |  |

 |
| **Head of service comments** |
|  |
|  |
|  |
| Signed: |  | Date: |  |
| **Panel member signatures:** |  |  |  |
| Panel members : | ………………………………………………. …………………………………………………… |
|  | ………………………………………………. …………………………………………………… |
| Panel chair comments : |  |
|  |
| Panel chair : |  | Date of panel : |  |