

Job Description

Job Role:

Homepoint Team Lead

Service Housing Solutions

Role Structure	Role Details
Directorate:	Community Wellbeing
Grade:	HC08
Location:	Blueschool House & Home
Responsible to:	Housing Operations Service Manager

Main purpose of the role

- The post holder will be responsible for the operational functions of the Choice Based Lettings services within Herefordshire including staff line management and expenditure within budgets.
- Ensuring customers receive appropriate advice and support on their housing issues both in relation to Home Point and in enabling access to appropriate housing solutions including homelessness prevention.
- To maintain the current high levels of performance and to achieve continuous improvement across the team and related services.
- Assist in the development and implementation of the Herefordshire Allocation and Housing Strategies.
- To assist in developing the service in accordance with best practice within an enhanced housing options approach.
- To assist in the development of appropriate performance management indicators and responsibility for monitoring, targets, reporting and evaluation frameworks required by the constituent landlords and government departments to ensure best practice and compliance.
- Assist the Housing Operations Service Manager in the commissioning and contracting of services which support Home Point, ensuring value, quality, fairness and localism.

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> • To be responsible for ensuring that a partnership approach is maintained and improved with a diversity of Housing providers, providing face to face and written advice, support and continuous improvement against the Homelessness and Housing strategies and Allocation Policies and other matters relating to the effective delivery of the Choice Based Lettings programme. 	<ul style="list-style-type: none"> • Daily



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> The day to day operational management of the Home Point Team ensuring that the Council's statutory obligations, and the partners' service standards are able to be fully discharged, implemented uniformly across the county and are constantly developed to meet the changing needs and aspirations of the stakeholders, partners and applications. To ensure an effective partnership approach with the Registered Providers who hold stock in Herefordshire and Herefordshire Council along with stakeholders, taking account of the needs of customers. 	
<ul style="list-style-type: none"> To instigate and sustain a reduction in the number of households registered with Home Point by supporting systematic and ongoing reviewing of the register within the Housing allocations policy. To ensure Home Point staff promote a suite of housing solutions in partnership with the wider Housing Solutions Service to ensure customers take up housing opportunities in the private rented sector To support and convey positive messages about changes to the allocations policy with customers and stakeholders. To facilitate regular meetings between Home Point staff, Housing Solutions staff and the TA team To engage with a wide range of stakeholders and clients to target vulnerable groups. To assist the Housing Solutions & Home Point Team Lead in developing written and verbal reports to the Home Point Partnership Board. 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> Ensure households not eligible for registration with Home Point are contacted and offered suitable alternative housing advice To ensure decisions on eligibility to access social housing via Home Point are made fairly and accurately and within set timescales, and that complaints and challenges to eligibility decisions are dealt with in accordance with Home Point policies and procedures. To ensure decisions on eligibility to access social housing via Home Point are made fairly and accurately and within set timescales, and that complaints and challenges to eligibility decisions are dealt with in 	<ul style="list-style-type: none"> Monthly



Key Duties and Responsibilities	Frequency of Task
<p>accordance with Home Point policies and procedures.</p> <ul style="list-style-type: none"> To support the project management of the planned and agreed projects or development work to review the allocations policy and develop the Home Point service. To analyse statistical and management reporting in respect of and for the analysis of performance indicators for all Home Point & Council stake holders and Registered Providers. To analyse the performance and management indicators and information in respect of the service and provide advice to the Housing Operations Service Manager as required. To support the development and management of Home Point and Project budgets, financial forecasts and business plans. 	
<ul style="list-style-type: none"> To assist in the negotiation and implementation of contract values in relation to Home Point services in line with the Government and local authority's value for money framework. To help manage and ensure contract compliance with a diversity of Choice Based Letting suppliers and manage the administrative processes associated with these activities. To ensure that appropriate records of client assessments and confidential personal data, audit and assessment results are maintained in accordance within the Council's framework and ensure compliance with the Council's internal procedures. To support the development of the Home Point software systems, in liaison with Herefordshire IT Services and other software suppliers in the continuous development and improvement of the CBL Team. To assist in ensuring that the specification and development of the CBL system meets with government legislation, and the management needs of the Choice Based Lettings programme and that the IT system produces improved reports for analysing Housing needs within the county, along with supporting the work of the Strategic Housing Service. 	<ul style="list-style-type: none"> As required
<p>Staffing</p> <ul style="list-style-type: none"> To work with the Housing Operations Service Manager to ensure the 	As required



Key Duties and Responsibilities	Frequency of Task
<p>appropriate recruitment and selection of staff under the Council procedures.</p> <ul style="list-style-type: none"> • Ensure all staff within Homepoint receives appropriate supervision, managerial support, motivation, training and professional development. • Undertake positive annual review and development meetings with all staff of Homepoint to ensure an efficient and effective service in line with the Home Point policies and procedures. • Develop and monitor goals and targets for the Home Point team and individual members of staff. • Carry out analysis and provide regular reports on performance against targets to the Housing Operations Service Manager. • Promote and encourage the ethos of customer care, equality of opportunity and user involvement at all levels within Homepoint. • To ensure the training of all Home Point and partner staff on IT systems and procedures. 	<p>Weekly</p> <p>Annual</p> <p>Monthly</p> <p>Daily</p> <p>Daily</p> <p>Continuously</p>
<p>Performance Management</p> <ul style="list-style-type: none"> • Design, write and run performance monitoring and adhoc reports using the IT and manual system for all stakeholders analysing the waiting list in the county. • Ensure that appropriate performance monitoring is undertaken to maximise efficiency and reduce 'wasted work'. • Identify and evaluate performance weaknesses and implement corrective mechanisms as approved and directed by the Head of Service, Housing • Authorise action (i.e. Advertising of properties, delivery of shortlists) recommended by Home Point staff within the agreed targets and deadlines. 	<p>Monthly</p> <p>Monthly</p> <p>Quarterly</p> <p>As required</p>
<ul style="list-style-type: none"> • Financial Management • To regularly review expenditure to ensure a value for money approach is maintained in line with the Housing Solutions budgets. 	



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> • Report to the Housing Operations Service Manager on expenditure to date and estimated expenditure, indicating any problematic areas for consideration against budget. • Health and Safety • Promote, monitor and check Health and Safety and carry out appropriate practices to ensure the safety of Homepoint staff and visitors. • Service Users • Ensure that all staff working within Homepoint treat clients with respect, sensitivity and compassion. 	



Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Education and Training		
<ul style="list-style-type: none"> Educated to degree level or equivalent/equivalent experience. 	Essential	A, I
<ul style="list-style-type: none"> Information Technology skills including windows software and database packages to enable full use of Microsoft Office. 	Essential	A, I
<ul style="list-style-type: none"> Demonstrable continuous professional development. 	Essential	A, I
Skills and Abilities		
<ul style="list-style-type: none"> A good understanding of Housing and Homelessness Law, relevant case law, guidelines and legislation. 	Essential	A, I
<ul style="list-style-type: none"> Proven knowledge of social housing applicant's rights and obligations 	Essential	A, I
<ul style="list-style-type: none"> Imaginative and innovative in problem solving 	Essential	A, I
<ul style="list-style-type: none"> Excellent literacy skills and ability to interpret legal, technical papers, government policy, and legislation. 	Essential	A, I
<ul style="list-style-type: none"> Excellent written and oral skills to communicate with authority, to a wide ranging audience. 	Essential	A, I



Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> Ability to develop and maintain effective partnerships and communication with stakeholders, including colleagues in Social Care, Health, and other sectors 	Essential	A, I
<ul style="list-style-type: none"> An ability to manage and motivate the activities of a team to achieve required outcomes. 	Essential	I
<ul style="list-style-type: none"> Ability to deliver training on aspects of Choice Based Lettings for partner providers, stakeholders, staff and customers where required. 	Essential	I
<ul style="list-style-type: none"> Ability to work to tight deadlines and manage own workload with minimal supervision. 	Essential	A, I
<ul style="list-style-type: none"> Excellent networking and organisational skills. 	Essential	A, I
<ul style="list-style-type: none"> Ability to represent the service effectively and confidently with all partners and agencies. 	Essential	I
<ul style="list-style-type: none"> Political awareness including an ability to communicate effectively with members. 	Desirable	A, I
Experience		
<ul style="list-style-type: none"> Working at a senior level within a front-line homelessness and /or housing lettings and advice service 	Essential	A, I
<ul style="list-style-type: none"> Experience of developing and sustaining services which focus on delivering integrated housing allocation services. 	Essential	A, I



<ul style="list-style-type: none"> Experience of developing procedures, protocols and policies with a view to providing excellent customer focussed services. 	Essential	A, I
<ul style="list-style-type: none"> Experience of carrying out housing register assessment reviews. 	Essential	A, I
<ul style="list-style-type: none"> Experience of working within the legislative framework of the Housing Act in conjunction with choice based lettings and Allocation procedures 	Essential	A, I
<ul style="list-style-type: none"> Significant experience of working in the Housing Sector. 	Essential	A, I
<ul style="list-style-type: none"> Experience and understanding of the structure and workings of local government governance. 	Essential	A, I
<ul style="list-style-type: none"> Proven experience of identifying and assessing the needs and requirements of housing applicants 	Essential	A, I
<ul style="list-style-type: none"> Experience of working with CBL systems and software packages. 	Essential	A, I
<ul style="list-style-type: none"> Experience of managing performance utilising a range of statistical and analytical information to strive for excellent performance 	Essential	A, I
<ul style="list-style-type: none"> Experience of data monitoring to inform service improvement. 	Essential	A, I



All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

Our Values and Behaviours

Our values are what we represent as a council and our behaviours are how we act to get things done to reach our potential.

