

Job Pack

**Team Leader
(Neighbourhood Housing)**



Eastbourne District Council



Working in partnership with Eastbourne Homes

Location

Thank you for taking the time to look at the details of this post.

Located in the heart of the Sussex countryside and one of the principal towns of the South Downs National Park Lewes offers the best of town and country. It is no surprise that the District is considered among the most desirable places to live and work in the UK.

Lewes town is one of the jewels of the South Downs National Park and the District also possesses many picturesque towns and villages, all with their own unique character.

Whilst nearby Eastbourne is a resort town on England's southeast coast. On the seafront are Victorian hotels, the 19th-century Eastbourne Pier and a 1930s bandstand. Discover a wide range of shops in Eastbourne from high street shopping at The Beacon to the quaint Victorian shopping streets of Little Chelsea, and the boutiques in the Enterprise Centre.

One of the most attractive aspects of living and working in the Lewes and Eastbourne area is the quality of life it has to offer. It is a truly exceptional location. Make the most of the area by enjoying a wide range of activities including country walks, water sports and much more.

Our offices in Lewes and Eastbourne are located close to Train Stations with direct connections to the coast and London. However, the Council provide all the necessary IT and infrastructure to enable home working and maintain a good work life balance

“The best of town, country and coast”

Job Description

Post Title	Team Leader (Neighbourhood Housing)
Department	Service Delivery
Division	Homes First
Grade / salary	D/E
Reports to	Neighbourhood Housing Lead
Date prepared	August 2020

Job Purpose

- Deliver operational management of the service, including managing people and responding to performance information.
- To support and develop others within the team in the areas of specialism as well as personally owning more complex cases.
- Lead by example and take active responsibility for delegated corporate projects and strategies.
- Lead and coordinate case management work where the customer has multiple processes/services underway – this delivers the ‘one case owner’ principle.
- Support the delivery of a tenancy management service across Eastbourne and Lewes.
- Lead a team of multi skilled Neighbourhood Caseworkers and advisors providing day to day management and supervision.

Key tasks

1. Manage and support a team of staff including proactively managing workflow, priorities and performance, conducting one to ones, performance appraisals, attending reviews as appropriate and assisting in the recruitment and selection of staff.
2. Support, nurture, train and develop staff to build confidence, skills and knowledge of the services Lewes and Eastbourne councils provide.
3. To deputise in for the Neighbourhood Housing Lead and other team leaders across Service Delivery as required.
4. Lead by example and take active responsibility for delegated corporate projects and strategies.
5. Provide detailed advice and support to the teams managing complex cases including Anti-Social Behaviour, breach of tenancy, safeguarding; investigating reports and complaints about neighbours; investigating tenancy fraud, dealing with complex tenancy cases, managing transfers, mutual exchanges, assignments and succession and vulnerable tenants.
6. Manage a range of cases, inspections and associated activity – working with customers, neighbours and landlords to resolve problems, taking formal action when required.

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7. Work as the lead caseworker or supporting leads in partner agencies on a range of complex cases, assessing the risk and vulnerability of customers and considering all aspects of the customer's situation in order to provide the best avenue of support.
 8. Proactively design and develop tools and guidance notes for the area of specialism to enable the team to self-serve and widen their knowledge.
 9. To promote, create and implement best use of available social media channels to help increase awareness of the councils' presence in the community.
 10. Collaborate with other team leaders and colleagues to resolve issues and identify and implement improvements in performance and customer services.
 11. Manage, own and resolve escalated complaints.
 12. Access and accurately update all relevant information systems, both customer and back office ensuring that the Golden Customer Record is updated and maintained through verification and validation, and in accordance with Data Protection principles.
 13. Actively develop and maintain an extensive working knowledge of Lewes and Eastbourne Council's services, processes and procedures.

Corporate Accountabilities

1. To promote equality of opportunity in service delivery in line with strategic commitment and corporate policies.
2. To promote a culture that is supportive of the Councils' purpose, aims and values, and to take all reasonable steps to maintain good employee relations
3. Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council's activities
4. To understand and apply the council's Data Protection and Data Quality policy and procedures
5. Any other duties commensurate with the nature of the post.
6. Deputise and cover absence of other team leaders as appropriate.
7. You will be required to support Eastbourne Borough and Lewes District Councils' corporate priorities and to ensure business continuity eg emergency response, elections, deployment to critical services.
8. To work within the councils' Management and Core Competencies Framework. Central to the delivery of the role are the values and behaviours set out below. These are shared by all employees and applied to everything we do. The bullet points for each competency are examples of performance required:

Management Competencies

Leadership	<ul style="list-style-type: none"> • Inspires and engenders commitment in others. • Leads from the front and by example. • Presents a united and corporate view.
Managing and Developing Performance	<ul style="list-style-type: none"> • Coaches and supports individuals and teams to perform at their best, motivating and developing them to achieve high performance.
Managing Resources	<ul style="list-style-type: none"> • Ensures the council's priorities are achieved through planned action programmes. • Makes best use of resources, ensuring value for money.
Managing Change	<ul style="list-style-type: none"> • Embraces, facilitates, implements and manages change to improve and develop services.

Core Competencies

Sharing the Vision – Shaping the Future	<ul style="list-style-type: none"> • Understands the Council's purpose, goals, objectives and values, and is willing to behave consistently with them. • Knows the strategic direction of the Council and acts in support of it.
Communicating Well	<ul style="list-style-type: none"> • Contributes to and participates in an organisation where high quality information flows smoothly both internally and externally. Works positively to gain understanding from others.
Driving Improvement, Performance and Results	<ul style="list-style-type: none"> • Takes responsibility and ownership for decisions, actions and results. • Takes actions to improve skills, knowledge and level of contribution. • Seeks and delivers high standards for self, team and Council.
Self-Management – self-motivated and professional	<ul style="list-style-type: none"> • Is organised and uses time and technology efficiently. Adopts a flexible approach to change.

Delivering for our Customers	<ul style="list-style-type: none">• Demonstrates a desire to identify and give priority to meeting the needs of internal and external customers, generating high levels of customer satisfaction.
Working Together	<ul style="list-style-type: none">• Actively contributes to team working, sharing information, valuing the input of others. Works cooperatively and is committed to building productive, positive relationships.• Demonstrates commitment to achieving overall team objectives.

This job description sets out the duties of the post at the time it was drawn up. Such details will vary from time to time without changing the general character of the duties or the level of responsibility involved.

PERSON SPECIFICATION FOR TEAM LEADER NEIGHBOURHOOD HOUSING

GRADE D/E

QUALIFICATIONS

Essential	Desirable
<ul style="list-style-type: none">• 5 GCSE (or equivalent) at Grade C or above including Maths and English (or equivalent).• Customer Service Training (or a willingness to undertake)• Housing qualification and or relevant housing experience.	<ul style="list-style-type: none">• Housing Degree or qualified by strong relevant housing experience.• Membership of relevant professional body.

TRAINING

Essential	Desirable
<ul style="list-style-type: none">• Willingness to undertake relevant training• Evidence and commitment to undertake continuing professional development.• Customer Service• Equalities	

SKILLS & ABILITIES

Essential	Desirable
<ul style="list-style-type: none">• Able to lead, performance manage and motivate a team to deliver agreed targets• Communicate effectively with customers, colleagues, Council Officers and external agencies• Ability to effectively organise own and team workload to meet deadlines• Ability and commitment to help challenging and distressed customers.• Ability to actively listen in order to extract and assess important information to ensure that the appropriate arrangements are made to support the internal and external	<ul style="list-style-type: none">• Project and / or change management• Understanding of customer demands and forecast planning

<p>customer needs</p> <ul style="list-style-type: none"> • Ability to work calmly and sensitively • To be confident, flexible and the ability to work on own initiative • Ability to handle difficult situations effectively and sensitively • Customer focused • Ability to use IT systems to gather, store and produce reports and process information • Ability to work, support and deliver services within the Councils Equalities Policy • Understanding of social media channels and channel shift principles • Able to work with teams across an organisation to improve services • Problem solving and decision making 	
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KNOWLEDGE

<p>Essential</p> <ul style="list-style-type: none"> • Best practice relevant to the post, e.g. tackling anti-social behaviour, allocations and lettings and estate management • Knowledge of housing and relevant legislation, including knowledge of Retirement Housing • Tenancy Management and enforcement • Professional boundaries and safeguarding good practice • Housing Law, covering all common types of tenancy types across both general needs and retirement housing • Knowledge of Issues more specific to older people 	<p>Desirable</p> <ul style="list-style-type: none"> • Project and/or change management
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<ul style="list-style-type: none"> • Care Act and Mental Health Act • Safeguarding • Equalities and data protection • Able to exploit the use of new technology 	
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EXPERIENCE

<p>Essential</p> <ul style="list-style-type: none"> • Supervision, training and performance management of individuals/team • Proven competence/expertise in an area of social housing • Working in a front line public service team • Working within budgets and meeting financial targets • Managing complaints and successfully resolving difficult problems • Working with external agencies and service providers 	<p>Desirable</p> <ul style="list-style-type: none"> • Tenancy management • Resident involvement • Managing ASB cases • Understanding of Court proceedings & related processes
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PHYSICAL, LEGAL AND OTHER REQUIREMENTS

<p>Essential</p> <ul style="list-style-type: none"> • An engaging, enthusiastic and positive manner with a strong “can do” approach • Flexible to undertake out of hours work as required • Full driving licence and access to own vehicle with business insurance • Ability to undertake site visits • DBS Clearance • Ability to travel across Lewes District and Eastbourne Borough • Willingness to work within the Management and Competency 	<p>Desirable</p>
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Framework	
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All staff must be prepared to have an understanding of the Equal Opportunities, Customer Care and Health and Safety policies. Managers in particular, must have a commitment to implement and abide by these policies.

TERMS AND CONDITIONS

Lewes District and Eastbourne Borough Councils have been on a transformational journey to fully integrate services. This has involved integrating staff teams, processes and systems whilst still retaining sovereignty of the individual councils.

The employer will be Eastbourne Borough Council.

Duration

This is a permanent contract.

Conditions of Service

The conditions of service for this post are for the National Joint Council (NJC) for Local Government Services. The post is graded Band D/E.

Salary

The spinal column points (SCP) for the post are as follows and salary on appointment will depend on qualifications and experience:

SCP 15	£24003	SCP 22	£27573	SCP 29	£32910
SCP 16	£24483	SCP 23	£27741	SCP 30	£33782
SCP 17	£24973	SCP 24	£28672	SCP 31	£34728
SCP 18	£25473	SCP 25	£29577	SCP 32	£35745
SCP 19	£25982	SCP 26	£30451	SCP 33	£36922
SCP 20	£26502	SCP 27	£31346	SCP 34	£37890
SCP 21	£27032	SCP 28	£32234		

Hours

The hours for this post are 37 a week. These will be worked within operational requirements. Actual starting and finishing times will be agreed with your manager. Within these boundaries the Council operates a flexitime scheme for all but Heads of Service. Details will be supplied to the successful candidate upon appointment.

Place of Work

You will be based at Southover House, Southover Road, Lewes, BN7 1AB and 1 Grove Road, Eastbourne, BN21 4TW, but you may be required to work anywhere within the Shared Services boundary.

Agile Working

The Councils have been offering flexible working for some years and is committed to extend agile working with the introduction of office based working, mobile working, flexible and home working. This role has been categorised as:

- Flexible/Office. Works predominately from Southover House and 1 Grove Road offices with cross-site and home working.

Working arrangements for mobile, flexible/mobile and flexible/office workers will vary during the induction/ probationary period and will be reviewed at six monthly intervals.

Probationary Period

All posts are subject to a six months' probationary period where your suitability for the post will be assessed. During this time your progress will be reviewed and discussed with you at regular intervals.

Annual Leave

The leave year runs from 1 April to 31 March and entitlement varies with length of service. The current minimum entitlement is 25 days. This increases to 29 days in the leave year following completion of five years' service. Subject to the demands of the post, you will normally receive additional paid leave on each Public Holiday.

An employee who starts part way through the year will receive a proportion of the basic holiday entitlement. For operational reasons some Service Areas have to restrict the maximum amount of holiday taken at any one time and its timing in the year. Holiday commitments entered into before taking up an appointment will be honoured wherever possible.

Notice Period

The contract of employment applicable to this post will specify a minimum period of one calendar month increasing to two calendar months when paid from SCP 23, to be given by either side.

Pension

We provide membership of the Local Government Pension Scheme (LGPS) to employees aged under 75 who have a contract of employment that is for at least 3 months. The LGPS is a qualifying pension scheme, which means it meets or exceeds the government's standards.

All employees are automatically entered into the Local Government Pension Scheme unless they choose to make alternative provision for pension. Scheme members contribute the percentage of salary as set out in the table below. We will also make an employer's contribution to the scheme.

The contribution bands with effect from 01 April 2020 are:

Pay Range	Contribution
Up to £14,600	5.5%
£14,601 to £22,800	5.80%
£22,801 to £37,100	6.50%
£37,101 to £46,900	6.80%
£46,901 to £65,600	8.50%
£65,601 to £93,000	9.90%
£93,001 to £109,500	10.50%
£109,501 to £164,200	11.40%

£164,201 or more

12.50%

The pay ranges will be increased each year from 01 April in line with inflation.

Based on the salary for this role, the contribution will be 6.5% increasing to 6.8 % when paid on SCP34