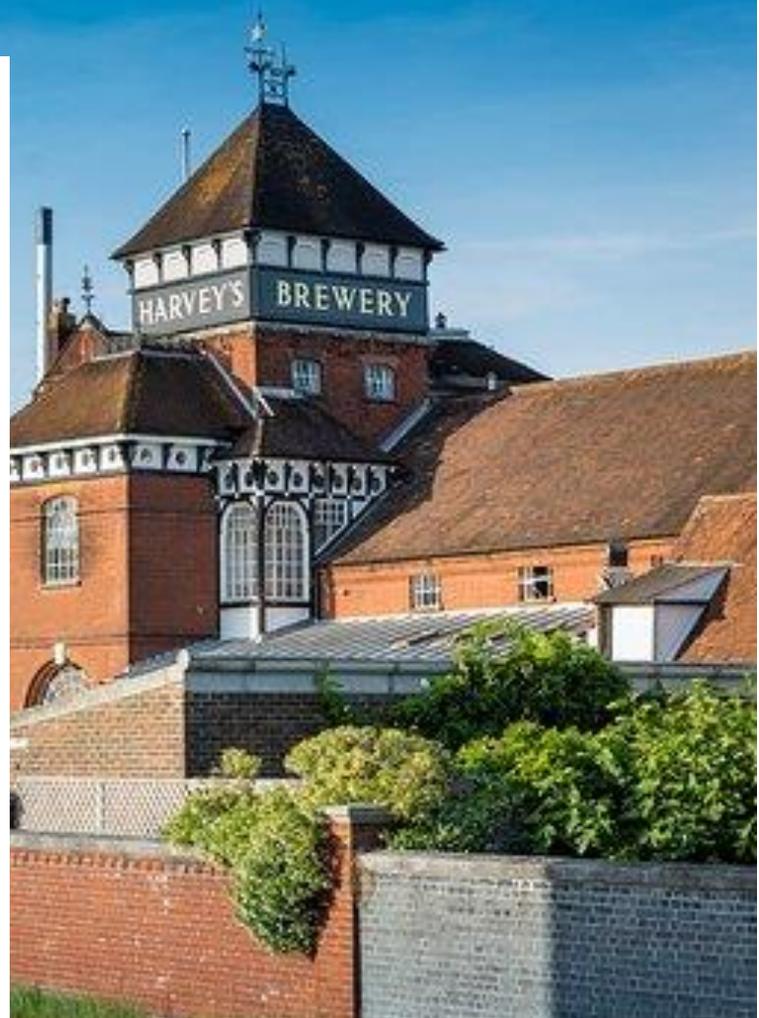


Job Pack

Housing Needs and
Standards Lead



Lewes 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	Housing Needs and Standards Lead
Department	Homes First
Division	Service Delivery
Grade / salary	Band H
Reports to	Head of Homes First
Management Type	Operational and Strategic
Date prepared	January 2017

Job Purpose

- Lead on delivery of housing needs, housing standards, housing options and homelessness services across EBC and LDC, working closely with the Head of Homes First and Head of Customer First to ensure a joined up approach across Service Delivery.
- Ensure the organisations obligations around housing needs, housing standards, options and homelessness procedures, statutory and regulatory requirements are fulfilled.
- Manage housing applications and the allocation of housing resources (council, registered providers and available private sector stock) to support customers with a housing need and reduce homelessness.
- Drive consistent, customer-focussed behaviours, consistent with vision and values.
- Monitor and drive team performance, to ensure delivery of key performance indicators and corporate outcomes.
- Manage staff development, supporting team members to develop new skills.
- Be responsible for recruitment, induction and performance management within the team.
- Manage the team budget and ensure effective deployment of resources.
- Lead, develop, grow and ensure the effectiveness of the Housing Needs and Standards Team.
- To lead and promote special projects linked to prevent homelessness and the meet the support needs of vulnerable groups.

Key Tasks

Implementing the Joint Transformation Model

1. Review the development of the organisational structure and ways of working for the joint Homes First Housing Needs and Standards team. Lead and support the Housing Needs and Standards team to resolve issues, educate, mentor and optimise the performance in a manner consistent with the principles of the Joint Transformation Model.

Core Activity

2. To provide management of, and regular reviews of all Housing Need and Standards services and processes to ensure they are efficient and continuously improving.

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3. To ensure that appropriate mechanisms are in place to deliver continuous improvement in service delivery and customer care.
 4. To oversee the effective procurement and management of temporary accommodation and out of hours response to homelessness enquiries.
 5. To act as expert advisor to in respect of the technical aspects of Housing Needs and Standards activity.
 6. Lead and develop the Housing Needs and Standards Team, including proactively managing workflow, priorities and performance with other managers to resolve issues and identify and implement interventions to improve performance.
 7. Work in conjunction with the relevant Strategic Theme Lead on the production and implementing of all relevant Housing Need and Standards strategies and policies, including Allocations Policies, Homelessness Strategies, Licensing Policies, Temporary Accommodation and Tenancy Strategies.
 8. Preparation and monitoring of capital and revenue budgets, ensuring the achievement of financial targets and compliance with organisational policies, Standing Orders, Financial and other Regulations.
 9. Develop and promote positive working arrangement with key statutory and voluntary partners locally and within the sub region to secure funding and share best practice.
 10. Work with the Homes First, Service Delivery and other managers to develop, monitor and implement the Housing Revenue Business Plan.
 11. Ensure compliance with all legislative and regulatory requirements relating to Housing Needs and Standards activity.
 12. In partnership with Service Delivery and Planning and Performance managers, support the development of the councils' strategies and policies and translate into service requirements.
 13. Ensure the effective management and monitoring of contracts, that business relationships are developed and maintained, and establishing consistent standards, procedures and performance measures.
 14. Prepare and present reports to Cabinet, council committees and other internal and external meetings.

Leadership Accountabilities

15. Lead and manage the Housing Needs and Standards Team including setting clear targets and objectives and proactively managing work flow, priorities and performance; and carrying out effective recruitment, induction, coaching, and ongoing staff management and development.

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16. Ensure the teams are managed effectively in conjunction with the team leaders.
 17. Manage the team's behaviours and ways of working, encouraging communication and empowerment within the team and in the way the team works with others.
 18. Manage and develop the team's skill levels to support multi skilling and knowledge transfer and build resilience.
 19. In consultation with the Head of Homes First and Strategic Theme Leads develop, implement and monitor strategy, policy, service and financial plans and the budget, to provide best value for the councils.
 20. Establish and maintain effective partnerships within the community, to support joined up services.
 21. Lead or contribute to specific corporate or community projects.
 22. Responsible for ensuring that employees are aware of the importance of the Golden Customer Record and that data integrity is maintained throughout all processing and recording of data in accordance with the councils' policies and procedures, and relevant legislation.

Corporate Accountabilities

23. To promote equality of opportunity in service delivery in line with strategic commitment and corporate policies.
24. 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.
25. 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 councils' activities.
26. Understand and apply the councils' Data Protection and Data Quality policy and procedures.
27. Any other duties commensurate with the nature of the post.
28. Deputise for the Head of Homes First and cover for colleagues' absence, as appropriate.
29. Undertake the role of Incident Liaison Officer for the council under its Civil Contingencies responsibilities participating in the rota and relevant training/refresher training as required.
30. To work within the councils' Management and Core Competencies Frameworks. 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 councils' 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 councils' 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"> • Provides the right information to the right people, at the right time, via the right method. • 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 HOUSING NEEDS AND STANDARDS LEAD

1. QUALIFICATIONS

Essential <ul style="list-style-type: none"> • Relevant Management or Professional qualification or qualified by strong relevant experience 	Desirable <ul style="list-style-type: none"> • Degree or equivalent
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2. TRAINING

Essential <ul style="list-style-type: none"> • Customer Service • Management principles and practices 	Desirable <ul style="list-style-type: none"> • Coaching
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3. SKILLS & ABILITIES

Essential <ul style="list-style-type: none"> • Lead, develop and motivate a team of staff, setting and meeting performance targets • Able to think corporately and strategically • Ability to deliver high levels of stakeholder and customer service • Ability to drive and deliver results and performance improvements 	Desirable <ul style="list-style-type: none"> • Ability to understand IT issues and to harness IT as an effective business tool
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<ul style="list-style-type: none"> • Excellent verbal and written communication and presentation skills including the ability to communicate effectively with a wide range of audiences • Proactive approach to issues • Decision making and ability to think innovatively and practically • Influencing, negotiation and consultation skills • Ability to handle effectively all aspects of organisational change • Ability to establish strong working relationships with internal teams, partners, stakeholders and contractors • Proficient in relevant IT software applications • Flexible and proactive approach 	
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4. KNOWLEDGE

<p>Essential</p> <ul style="list-style-type: none"> • Service and Financial Planning • Budget management and monitoring • Risk Management • Broad knowledge of council's and/or EHL services and systems • Equalities • Effective customer service • Human resource management principles and procedures • Project management • Contract management and monitoring Procedures 	<p>Desirable</p> <ul style="list-style-type: none"> • Using IT to support business improvement • Procurement methods and practices
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5. EXPERIENCE

<p>Essential</p> <ul style="list-style-type: none"> • Successful track record of leading, motivating and developing teams to deliver targets in a customer focused environment across a range of functions • Managing customer relationships and delivering improvement through team work 	<p>Desirable</p> <ul style="list-style-type: none"> • Risk management processes • Public sector environment
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<ul style="list-style-type: none"> • Track record of having established a positive culture within a team • Management of change • Experience of identifying service needs and improvements and instigating, designing and developing innovative services to address these • Managing conflicting priorities, sometimes under pressure • Track record of managing and monitoring contracts to successful delivery • Track record of effective engagement with internal and external partners influencing strategic aims and priorities, policy and action planning • Responsibility for planning and delivering projects, programmes including across an organisation 	
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6. PHYSICAL, LEGAL AND OTHER REQUIREMENTS

<p>Essential</p> <ul style="list-style-type: none"> • Works within the councils' Core competency and Management competency frameworks • An engaging, enthusiastic and positive manner with a strong "can do" approach • Be occasionally available to work additional hours outside of normal working hours when need arises 	<p>Desirable</p>
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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 H.

Salary

The spinal column points (SCP) for the post are as follows:

SCP 46	£49,865	SCP 51	£54,962
SCP 47	£50,888	SCP 52	£55,980
SCP 48	£51,905	SCP 53	£57,003
SCP 49	£52,919	SCP 54	£58,015
SCP 50	£53,940	SCP 55	£59,032

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.

Incident Liaison Officer

As part of the duties of this role, you may be asked to become an Incident Liaison Officer for the Councils under the Civil Contingency responsibilities. This work involves taking the emergency phone for up to 4 weeks each year and being available to respond to a serious multi agency incident out of hours during the rostered weeks.

Place of Work

Your normal place of work will be from home, but you may be required to work anywhere within the Lewes District and Eastbourne Borough boundary. However, the Councils can support remote working and anticipate that, further to induction and training, presence in the office or, if applicable, for site visits or other council activity, will be approximately occasional for this role.

Agile Working

Many of our roles are suitable for remote working and staff are provided with the equipment to do this safely and effectively.

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 three calendar months 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 - £22,900	5.8%
£22,901 - £37,200	6.5%
£37,201 - £47,100	6.8%
£47,101 - £65,900	8.5%
£65,901 - £93,400	9.9%
£93,401 - £110,000	10.5%
£110,001 - £165,000	11.4%
More than £165,001	12.5%

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 8.5%