

Housing Allocations & Voids Service Manager Job Profile

Job title: Housing Allocations & Voids Service Manager

Job Grade (indicative): Level 5 Zone 1

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

The ambition set out in We Make Camden is that everyone in Camden should have a place they call home, and the vision for Housing Services is to work deep into our neighbourhoods and within our communities to plan and continuously improve our services with people who use and rely on them, to deliver those services in an informed and responsive manner, and to ensure that provision of safe, secure and sustainable housing is a key pillar of Camden's work to increase social equality and achieve the best outcomes for Camden residents.

About the role:

You will lead on the housing allocation transformational programme, redesigning and shaping the allocations and voids service to implement new efficient, relational and resident centred ways of working.

The Service Manager will lead on the delivery of a first class lettings, allocations and void management service whilst ensuring that organisational goals, vision and statutory obligations are met at all times.

The Manager will develop, implement and manage relevant policies and procedures in areas of allocations, voids and lettings, using business intelligence and transformation to improve, monitor and review processes, setting and monitoring appropriate performance targets to deliver efficient and streamlined services.

To ensure the fair allocation of secure Council housing, nominations to Registered Providers, mobility schemes and other housing options in line with the Council's housing allocations scheme and housing quota plans. To provide advice and information in relation to housing demand and need from a corporate perspective.

Key duties of the role:

To be responsible for overall management of the allocations and voids service. To shape, monitor and deliver services against all key performance and service standard indicators set for the lettings and void services.

To support, train and motivate a dispersed team through effective leadership. To provide clear directions and standards of service delivery to work to and ensure performance monitoring, support and development is in place to deliver expected levels of service.

To be responsible for overall lettings and voids performance management by coordinating the resources across the service and developing effective working procedures, practices and monitoring systems.

To be responsible for managing and ensuring clear and compassionate responses to Members' enquiries and customer enquiries and complaints within departmental, corporate, and legislative timescales and procedures.

To manage budgets relevant to the allocations and void service ensuring best value and financial efficiency. You will collaborate with colleagues in the Finance department, developing and managing financial monitoring/reporting systems and exploring new revenue streams as appropriate.

Implement business systems and processes to ensure the deliver of timely and compliant services.

To be a proactive and constructive member of the management team, covering the duties of other Managers in the section as required.

To use customer insights, feedback, customer experience and satisfaction information to enhance and promote services effectively and ensure that customers are engaged and informed about the team's services.

About you

We're looking for someone who is dynamic and enthusiastic about our ambition to make Camden the best place to live and work. Above all, you will be passionate about ensuring that services are delivered in a relational way, with the best outcomes for residents at its heart.

In addition:

Technical Knowledge and Experience:

Ideally educated to degree level. Solid experience of managing people and services in a busy, target focussed housing environment.

An understanding of Housing Act 1996 Parts VI and VII along with the ability to draw upon relevant housing caselaw are essential. An understanding of the Council's Housing Allocations Scheme and ability to mitigate challenges to the scheme.

You are passionate about housing equality: You believe everyone has the right to a home that is decent, safe and warm, and to feel part of Camden's community.

You are proactive: You take action to address problems and support people as early as possible. You create change where change is needed, rather than waiting for change to happen and reacting to it.

You keep services accessible: You believe in working to make services approachable, transparent and easy – going the extra mile to meet the diverse needs of residents. If there is something you can't help with, you will find someone who can.

You take a caring approach: You listen, understand and have others' concerns in mind. You are happiest when residents are.

You believe in doing things together: Collaborating and connecting are at the heart of what you do, ensuring no one gets left behind. You know that residents are the experts on the housing and services they want and need, and you make sure they are heart in the work that you do.

Here at Camden, we are committed to ensuring everyone has a place they can call home, the services you and your team deliver to our residents will recognise that as a landlord we are more than just bricks and mortar.

Skills Framework:

Proactive: Helping to prevent issues arising for residents, intervening early to offer support and let residents know about any other services they may benefit from, and how to access them. Sharing and acting on feedback from residents, to keep improving our services. Keeping accurate and clear records, so colleagues can access all the information needed.

Collaboration and communication: Working in a joined-up way with other teams, to act as one Council. If you can't help, you know someone who can. Speaking with colleagues and residents in a kind and helpful way, conveying information clearly, listening actively and resolving conflicts, being responsive and flexible. Building positive relationships with the local community, understanding diverse support and access needs.

Data, digital and systems: Using in relevant software and information systems including databases, property management software, and communication tools, is essential for efficient operations. Working with systems needed for the role, and an ability to record performance data in a clear and consistent way.

Equality, diversity and inclusion: Committed to, and will champion the council's ambition to make Camden a more equal, diverse and inclusive borough. An understanding of and respecting diverse cultural backgrounds, norms, and practices. An understanding of how to effectively engage with residents and stakeholders from various communities and promote inclusivity among team members and residents.

Safety and wellbeing: Understanding that safeguarding and health and safety are everyone's responsibility. Taking an active role in protecting residents' health, wellbeing, and human rights; enabling them to live free from harm, abuse, and neglect. Working effectively with survivors and perpetrators of domestic abuse. Being trauma-informed and supporting psychological safety.

Knowledge of housing policies and legislation: Knowledge of the legal and statutory frameworks behind the services we deliver.

Financial awareness: Making financial decisions and managing service budgets. Working in a smooth and joined up way which promotes financial efficiency.

Key relationships

Work environment

The postholder will primarily be based at 5 Pancras Square, some travel between offices and properties across the borough and some flexible working arrangements possible, to be agreed with line manager.

People management responsibilities

The post holder will report to the Head of Allocations, Lettings and Private Housing Sector.

The postholder will be responsible for a service with approximately 40 members of staff and directly line manage Lettings Manager, Housing OT and Housing Improvement Officer postholders.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk.

Is this role politically restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden click [here](#).

Diversity and inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click Diversity and Inclusion for more information on our commitment.

Agile working

We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't. Although there may be some opportunity to work from home, the nature of this post will require you to visit and work in the borough.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK

(www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would

like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C