

Temporary Accommodation (TA) Placements Manager Job Profile

Job title: Temporary Accommodation Placements Manager

Grade: Level 4 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, with no one sleeping on the streets. The vision for Housing Services is to work deep within our neighbourhoods and communities to 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 preventing homelessness and providing safe, secure and sustainable housing are key pillars of Camden's work to increase social equality and achieve the best outcomes for Camden residents.

About the role:

This is an exciting opportunity to lead the TA placements team, a team responsible for supporting residents into temporary accommodation and ensuring Camden allocates suitable emergency and temporary accommodation in accordance with housing legislation.

You will be a resilient, dynamic individual who will lead a high performing team, ensuring residents receive appropriate temporary accommodation and are receiving comprehensive housing advice, guidance and support.

Example outcomes or objectives that this role will deliver:

- To lead a team dealing with a high volume of clients and create an environment and culture of high performance and positive outcomes
- To maintain a detailed knowledge of relevant legislation and Council policy in relation to the statutory provision of temporary housing. To operate within relevant Codes of Guidance, statutory guidance, council policy and housing legislation.
- To ensure Camden is meeting its' statutory housing duty around the provision of temporary accommodation
- Building relationships and liaising with temporary accommodation providers to ensure a constant flow and provision of emergency accommodation.
- Overseeing the implementation of processes and procedures around temporary accommodation placements
- To respond to incidents such as potential major decants or large numbers of moves into temporary accommodation

- To ensure the team takes all appropriate steps to protect the council's financial interest and reputation, this will include when letting TA and undertaking timely payments to landlords.
- To ensure accurate and reliable record keeping systems are in place for the placements team with regular monitoring and reporting in place
- To generate and provide required data to evidence performance against key performance indicators, including financial recording and submitting financial returns.
- To work with colleagues, external property providers and contractors to monitor the progress of void properties. Ensure colleagues/customers are kept informed of the progress and updated as to the availability of accommodation.
- To comply with all relevant policies, procedures and working practices, including equal opportunities, domestic abuse, racial and sexual harassment, transfers between dwellings and responding to emergencies.
- To develop and maintain effective relationships with relevant stakeholders including internal and external customers, colleagues, elected members, health and welfare services and other bodies as appropriate.
- To attend such training courses as required to fulfil the duties of the post and to enhance performance appropriate to the needs of the service.
- To participate in the induction of new staff both from this service and other departments.
- To provide cover where necessary in the absence of other colleagues in the Allocations and Lettings service.
- To carry out other duties consistent with the job purpose as may arise from time to time.

About you

We're looking for someone who is 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:

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 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.

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.

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, well-being, 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.

Additionally you will have:

An understanding and knowledge of housing and other relevant legislation and regulatory frameworks within housing, especially in the context of the statutory provision of temporary accommodation

A demonstrated ability of managing and leading teams to deliver positive outcomes for customers

An excellent understanding of the problems faced by homeless households in temporary accommodation, and a passion to deliver a quality service to disadvantaged groups, within the context of limited resources

Experience of leading a busy customer facing service and encouraging a culture that deals with customer issues sensitively and effectively, particularly in relation to vulnerable people

Experience of managing a performance management framework and reporting on KPIs and outcomes

An understanding of training, supporting, and developing staff, so they can perform at their optimum level, and deliver the best service to customers

Able to demonstrate strong communication skills, both in writing and verbally, understanding how messages need to be adapted to reflect the audience or recipient.

Able to work effectively as a member of a management team and to contribute to policy development and partnership arrangements

Ability to use information and communications technology to maintain up to date information and retrieve information quickly and accurately to help customers

Knowledge of health and safety legislation and procedures, and an understanding of its practical application in the workplace and in relation to residential settings

Key relationships

The postholder will work closely with colleagues across Allocations, Homelessness Prevention and other Housing services as well as services in other parts of the Council such as Children's and Adult Social Care.

Work environment

The post holder may occasionally be required to work at weekends, early mornings or in the evenings. Home working is available in agreement with your manager.

Participation in the out of hours homelessness rota is required.

The post-holder will work in an "agile" way in line with the Council's move to a flexible and paperless work environment, prioritising their own work within the empowered and enabled team culture recognising and utilising the expertise of others where appropriate.

Post holders are expected to work on their own where it is safe to do so and have regard to the Council's lone working policies working with colleagues and partner agencies where appropriate.

The Post holder will work from home or from Council buildings in line with Council policies.

People management responsibilities

The post holder will report to the TA Service Manager

This role will have direct line management responsibilities for a team of TA Placement Officers and Assistant.

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

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't. And in line with our relational approach, face-to-face conversations with residents often result in a better customer experience, so staff who work directly with citizens are likely to be in more than they're not.

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