

## **Job Profile Information: Head of Temporary Accommodation**

**This supplementary information for Head of Temporary Accommodation is for guidance and must be used in conjunction with the Job Capsule for Job Level 6 Zone 1**

### **Camden Way Category 4**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.**

#### **Role Purpose:**

Providing temporary housing to Camden residents.  
Providing support services to residents to prevent homelessness.

#### **Example outcomes or objectives that this role will deliver:**

- Ensure that vulnerable clients living in temporary accommodation receive the support they need, are linked into services that will support independence and effective transition, and that safeguarding issues are addressed.
- Lead an effective temporary accommodation strategy which ensures that an adequate supply of suitable temporary accommodation is available to enable the Council to meet its statutory duties.
- Ensure the delivery of an effective and value for money floating support service to residents with support needs across a range of tenures.
- Procure and manage accommodation which is of good quality and high standard via third party external providers and ensure that the Council's external providers comply with their contractual obligations and responsibilities, meet customers' needs and deliver value for money.
- Managing a specialist housing portfolio which includes gypsy and travellers sites, properties subject to interim/final management orders, supported living schemes.
- Ensure high quality management of the council's in-house temporary accommodation portfolio, ensuring that they remain self-financing from rental income.
- Implement strategies to promote tenancy sustainment and prevent homelessness

**People Management Responsibilities:**

*Managing 151FTE over 3 teams, Single Pathways Service; Floating Support Service and Temporary Accommodation*

**Relationships;**

- Voluntary and Community Sector
- Private Sector Landlords and Letting Agents
- Voluntary sector housing providers and Housing Associations
- NHS partners
- Police, probation
- Residents associations.

**Work Environment:**

Mainly office based, but responsibility for hostels will require some on site working. Service is provided 24/7 so out of hours working will also be required.

**Technical Knowledge and Experience:**

- Degree Educated or equivalent experience in a similar post
- Significant experience of service management
- Experience of managing multiple teams
- Experience of residential asset management (ideally in a social housing context)

## **Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>