

Job Profile Information: Accommodation Placements Manager

This supplementary information for *Accommodation Placements Manager* is for guidance and must be used in conjunction with the Job Capsule for Job 4 Level 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:

To ensure the council allocates temporary and permanent housing in accordance with the homelessness accommodation strategy and placement policy, housing allocations scheme and other council policies and priorities.

Example outcomes or objectives that this role will deliver:

- Ensure the team provides a timely, comprehensive and customer-focussed assessment service to applicants for social housing, mutual exchange and other housing options for social housing tenants, including a timely and high quality statutory review service for decisions made under the housing allocations scheme.
- Manage a personal caseload of statutory reviews of housing allocations decisions under Housing Act 1996 Part VI to a high quality and within target timescales.
- Ensure casework contributes to improved wellbeing, resilience and reduced poverty through activities such as preparing prospective social housing tenants to sustain their new home.
- Ensure the team contributes to minimising void turnaround.
- Ensure offers of temporary accommodation are suitable in accordance with the legislation, code of guidance and council's placement policy.
- Ensure the team manages placements of households living in temporary housing in the most cost effective way and make best use of the temporary housing stock at all times.
- Ensure all payments are made on time and that best value is achieved for the council.

- Maximise the number of social housing tenants moving through downsizing, mutual exchange and other options and manage the Tenants Options Fund.
- Ensure the needs of vulnerable children and adults accessing the service are met through the identification and addressing of support and care needs
- Ensure that staff are able to identify and address equalities needs.
- To ensure that Council resources are protected and only allocated to those in genuine need by detecting and preventing fraud.

People Management Responsibilities:

- There will be 6 – 8 direct reports.
- As a Team Manager it is expected that managerial support will be provided to staff across the wider Service as required.
- The role holder may be required to deputise for their Service Manager.

Relationships;

- Supervisory skills will be used to empower and enable staff to perform to the highest standard with minimal need for support.
- Ability to work with the Housing Needs Management Team to an excellent standard.
- Ability to manage partnerships, for example with Registered Providers of social housing and the Choice Based Lettings provider.
- Ability to work collaboratively across Directorates with other Managers to achieve Camden Plan outcomes.
- Ability to lead and inspire staff within Service.

Work Environment:

- The role will mainly be based at 5 Pancras Square.
- Home working is available in agreement with your Manager.
- Visits may occasionally be necessary to customers, agencies or accommodation.
- Attendance at external meetings, sometimes outside normal working hours, may be required, such as with colleagues from Housing Associations or providers of nightly paid temporary accommodation.
- Participation in the out of hours homelessness rota.

Technical Knowledge and Experience:

- No formal qualifications are required but a high standard of general education attainment is essential.
- At least one year's experience of managing staff.
- Working knowledge of Housing Act 1996 Parts VI and VII and related legislation.

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:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>