

Job Profile Information: Housing Needs Improvement Manager

This supplementary information for *Housing Needs Improvement Manager* is for guidance Job Level 4 Zone 2

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 highest possible standard of service is provided to housing needs customers, particularly those who seek support with their case from elected representatives, or otherwise wish for their situation to be reviewed via the complaints process or statutory review and ensure that any improvements identified through this work result in effective improvements to service provision in a timely fashion.
- To support all Managers in the Group to provide the best possible services.

Example outcomes or objectives that this role will deliver:

- Enquiries from elected representatives responded to within target times with high quality, tailored feedback.
- A first class complaints service where complaints are responded to comprehensively, on time, lessons are evidentially learnt and with a view to minimising the need for escalation but where escalation is requested the original decision is upheld as often as possible.
- Statutory reviews completed in time and subject to successful further challenge in the minimum of cases and all done in accordance with the council's homelessness accommodation strategy and placement policy.
- A timely, accurate and supportive housing and health assessment service for vulnerable people in housing need.
- Regular feedback provided to Managers across the Group so that improvements are made proactively, as they are identified.
- Key role in reviewing policies, processes and approaches.
- 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 4 – 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;

- The ability to influence other Managers to improve their services is essential.
- The ability to interact with democratically elected representatives and legal professionals is essential.
- Supervisory skills will be used to empower and enable staff to perform to the highest standard with minimal need for support.
- Ability to work collaboratively across Directorates with other Managers to achieve Camden Plan outcomes.
- Ability to lead and inspire staff within Team.

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 office hours and at Court may be required.

Technical Knowledge and Experience:

- A very high standard working knowledge of the Housing Act 1996 Parts VI and VII, relevant codes of guidance, statutory instruments and caselaw, as well as related housing and welfare benefits legislation.
- Experience of legal procedures, such as judicial review and county court actions.
- Managing complaints successfully.
- Working successfully in a political organisation

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 select the attached [HERE](#)