

JOB OUTLINE	
JOB TITLE: Team Leader – Community Housing	JET CODE: 5121
DIVISION: Communities & Partnerships	
SERVICE/BUSINESS UNIT: Housing	
REPORTING TO: Service Manager – Community Housing and Homelessness	
RESPONSIBLE FOR: Community Housing Team	
<p>JOB PURPOSE:</p> <p>As part of the wider Community Housing Service, to lead on the local delivery of front line housing management services and housing advice to tenants, tenant/resident groups or their representatives and manage a team of Community Housing Officers for a designated area, in accordance with Council's legal and statutory obligations, policies and plans with a commitment to achieve best value.</p>	
<p>MAIN DUTIES:</p> <p>Manage and develop a team of Community Housing staff to fulfil operational service delivery requirements to set service standards, including induction, recruitment and selection, performance, development and review (PRD) and formal grievance and disciplinary matters in accordance with Council policies and procedures.</p> <p>Ensure the effective management of the allocation process for vacant properties.</p> <p>Liaise with Property Maintenance on the repair of vacant properties and other technical issues.</p> <p>Manage the provision of a comprehensive re-housing service, in conjunction with other providers, departments and agencies to maximise the housing options available to housing applicants.</p> <p>Attend meetings of Tenant / Resident groups, to provide support and assistance to such groups to ensure groups remain up to date with all aspects of the Housing Service.</p> <p>Promote and facilitate the development of such groups within the designated area of responsibility in conjunction with the East Lothian Tenants and Residents Panel (ELTRP) Development staff.</p> <p>Ensure that support is given to individual tenants in respect of direct housing management services, including other complementary services which may be required, eg. money advice services, resettlement, etc, as appropriate.</p> <p>Ensure that all tenants adhere to their tenancy agreement and manage the implementation of appropriate action in cases where a breach of tenancy has occurred.</p> <p>Ensure the planning and delivery of estate management services throughout the area, working jointly with relevant departments & tenants/residents groups to identify works required. To co-</p>	

ordinate the appropriate follow-up and ensure this work is carried out to the benefit of the area and its residents within an agreed timescale.

Responsible for devolved operational staffing and purchasing budgets and to make client, financial and staffing decisions within agreed parameters.

Chair Local Housing Partnership meetings and manage the Local Initiative Budget for the area, in accordance with Council policy.

Contribute to the development of Community Planning for the area, including facilitating resident participation, identification of service priorities and standards and monitoring implementation.

Ensure effective liaison with all stakeholders across the Council and other organisations in relation to the needs of service users, including, where appropriate, the development of new services or service delivery mechanisms.

Ensure that tenant, applicant and customer information is managed in a sensitive and confidential manner and in accordance with the relevant legislation, e.g. Data Protection, Freedom of Information.

Ensure appropriate investigation and processing of applications for transfers of tenancies, sub-lets, assignments and successions in accordance with procedures.

Ensure appropriate attendance at Evictions and Forced Entries in accordance with procedures including serving associated legal notices, as required.

Ensure appropriate management of the Abandoned Tenancy procedure, including assessing the value of goods left in property.

Ensure appropriate implementation of the Council's void policy to ensure void turnaround targets are met liaising closely with Property Maintenance colleagues.

Manage appropriate action in relation to Anti-Social Behaviour in accordance with the Council's Anti-Social Behaviour Policy and associated procedures, including liaison with Anti-Social Behaviour Team, Police and referrals to other support agencies.

Lead on the development of local lettings plans to address specific issues (e.g. anti-social behaviour, high turnover) and promote sustainable communities.

Participate and contribute to the development and review of policies and procedures.

Represent the Council as required in court, at meetings with stakeholders and other agencies, providing professional expertise to contribute to the discussion and decision making process, e.g. Child Protection Case Conferences.

Oversee the delivery of delegated performance targets, in accordance with the Performance Management Framework.

Oversee the checking and verification of plans for Right to Buy applications.

Produce reports, as required.

Contribute to the work of Community Housing and support other members of that team, as and when required.

Maintain awareness of developments in national policy, best practice, and a detailed working knowledge of all relevant legislation in order to ensure that the Council's policies and practices conform to statutory provisions.

Contribute to the development of services available, in line with changing demands, targets and feedback, to ensure the delivery of an effective, efficient and high quality service to both internal and external stakeholders.

Develop and sustain effective internal and external relationships and appropriate partnerships in relation to the service being provided.

Effectively utilise staffing resources to ensure service continuity.

Represent the Service Manager at meetings, both internally and externally, as required.

Support a culture of continuous improvement using management information and customer feedback.

Assist in the management of procedures relating to the health and safety of staff, customers and visitors to Council venues, in accordance with the Council's Health and Safety Policy and legislative requirements.

Promote a positive image of Community Housing and Homelessness by providing excellent Customer Care.

Any other appropriate duties, as requested by Management, commensurate with the grade for the post.

ESSENTIAL REQUIREMENTS FOR THIS ROLE

Qualifications/Experience:

Educated to HND in Housing or Level 4 Diploma, HomePoint Accreditation Level 2 **and/or** able to demonstrate equivalent knowledge, skills and competencies gained through previous experience.

Disclosure Scotland:

This role requires **Level 1 Disclosure Clearance** to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be **required prior to commencement**.

Scottish Social Services Council:

None.

PERSON SPECIFICATION		
Attributes	Essential	Desirable
Education, Registration & Training	<p>Educated to HND in Housing or Level 4 Diploma, HomePoint Accreditation Level 2 and/or able to demonstrate equivalent knowledge, skills and competencies gained through previous experience.</p> <p>As you are required to travel to manage a workload, you must hold a current driving licence and/or have access to a vehicle.</p> <p>This role requires Level 1 Disclosure Clearance to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be required prior to commencement.</p>	<p>Degree or equivalent.</p> <p>Membership of Chartered Institute of Housing</p>
Previous Experience (Paid & Voluntary Work)	Substantial housing / tenancy management experience within a social housing environment.	
Knowledge / Skills / Competencies	<p>Extensive knowledge of housing legislation.</p> <p>Ability to deal with difficult people and situations.</p> <p>Effective verbal and written communication skills.</p> <p>Effective organisational and time management skills.</p>	<p>Ability to recognise potentially vulnerable tenants.</p> <p>Understanding of welfare benefits.</p>
Personal Qualities	<p>Ability to work on own initiative and flexibly as part of a team.</p> <p>Ability to deal with conflicting priorities and demands.</p> <p>Ability to manage and prioritise a varied and complex workload.</p> <p>Ability to work under pressure and to meet deadlines.</p>	Ability to identify risk.

	<p>Ability to work with and explain detailed legislative information.</p> <p>Ability to use own initiative.</p> <p>Ability to investigate and resolve problems.</p> <p>Ability to manage effective relationships with tact and diplomacy.</p> <p>Ability to maintain confidentiality relating sensitive or personal matters.</p>	
Council Behaviours	<p>We are Person Centred</p> <p>We Initiate and Embrace Change</p> <p>We Strive to be the Best we can be</p> <p>We make things Happen</p> <p>We work Together</p>	