

Head of Homelessness – Overview of role and responsibilities

The occupier of this role will be responsible for the operational management and development of the Council's Homelessness service. They will be responsible for overseeing the functions of homelessness prevention, assessments, access to supported housing, rough sleeping, Reviews and delivery of homelessness services.

The post holder will be responsible for the implementation of strategies and service improvements, working collaboratively with the Director of Housing Options and Homelessness and other senior managers to deliver an effective multi-agency partnership which provides an excellent service for both customers and partner organisations.

Key responsibilities:

- Lead, direct, and be accountable for the performance of all staff within the Homelessness service. To develop and maintain a culture of customer-centric services and robust performance management.
- To have direct responsibility for the management of the homelessness prevention budget, working closely with Finance colleagues to track budgets and identify any efficiency savings required.
- To be responsible for driving consistent operational improvement and implementing a wider transformation of the Homelessness service.
- To advise on and ensure delivery of strategies and direct service improvements related to meeting the council's prevention and relief duty under the Homelessness Reduction Act 2017, including the council's Homelessness and Rough Sleeping Strategy.
- To manage relationships other local authorities, public sector and voluntary sector organisations and any other key stakeholders.
- Be responsible for issues around performance, conduct, sickness, disciplinary matters and grievance in accordance with Council policies.
- To be responsible for providing adequate resources, training and support for staff to enable them to fulfil their contractual duties and develop professionally.
- To oversee and protect the Council's reputation and position in Court as and when may be required either when challenged or when the council is pursuing a legal challenge against a landlord.
- To ensure effective management of resources through defining priorities and securing appropriate resources to meet requires standards and achieve the Council's objectives.
- To directly line manage the allocated Management posts within the agreed Service Area and the wider agreed service portfolio and oversee the management function of the service.
- To deputise for the Director of Housing or other senior managers and represent the Service internally and externally.