

RUGBY BOROUGH COUNCIL

JOB PROFILE

Post No.	30801
Post Title:	Housing Advice and Benefits Services Manager
Unit/Team:	Housing Advice and Benefits Team
Grade:	I
Service:	Communities & Homes
Reports to:	Chief Officer Communities and Homes
Issue Date:	March 2024

PURPOSE OF THE JOB

Reporting to the Chief Officer Communities and Homes, be the operational lead in delivering a continuously improving, creative and empathetic Housing Advice and Benefits Service, which is responsive to the needs of customers and reflective of our corporate values.

Be an integral part of the Communities & Homes Management Team and the Council's wider Management Team to help drive continuous improvement in all that we do

1 ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- 1.1 Work with a broad range of stakeholders for the prevention and management of homelessness and rough sleeping in the borough
- 1.2 Managing the housing waiting list and allocation of homes (including nominations to Registered Providers) in accordance with the Council's adopted allocations policy
- 1.3 Overseeing the delivery of a compliant and responsive Housing Benefits Service and Council Tax reduction scheme
- 1.4 Support the strategic enabling of affordable housing, which meets need
- 1.5 To ensure that complaints, MP and Ombudsman enquiries are responded to in compliance with our service standards, and are used as a data source to inform potential service improvements
- 1.6 Take a lead role in creating, delivering and monitoring the implementation of relevant strategies, service plans and service area projects identified in the Corporate Strategy Delivery plan

- 1.7 Effective management of staff, budgets, health and safety and business continuity plans to ensure an efficient and responsive service

2. OTHER DUTIES AND RESPONSIBILITIES

- 2.1 Securing, and where required, managing suitable temporary accommodation solutions for service users
- 2.2 Identification and pursuance of potential funding opportunities that will help to ensure better outcomes for people who are homeless or at risk of becoming homeless
- 2.3 Supporting the corporate response to government requests for enabling accommodation for people who have been displaced
- 2.4 Ensure accurate and timely completion of consultations, statistical and financial returns, for example, but not exclusively subsidy claims, grant claims
- 2.5 In conjunction with the Housing Services Manager, ensure that there is a robust 24 hour on call rota in place for staff to manage emergency responses. (nb. the bulk of such enquiries can be dealt with by the dedicated Control Centre, but on occasion, they will need additional advice and support. The manager will only be expected to form part of the rota should there be an issue with resilience).
- 2.6 Any other reasonable duties, including one-off projects, as requested by the Chief Officer Communities and Homes or the wider Leadership Team, in line with individual skills and knowledge

3. SUPERVISORY RESPONSIBILITIES

The Housing Advice and Benefits Team

4. FINANCIAL RESPONSIBILITIES

Support the setting and subsequent monitoring and management of budgets for the Housing Advice and Benefits Team

Responsible for authorising payments and orders relating to the service area within the prescribed tolerances

5. RESPONSIBILITY FOR ASSETS AND DATA

Responsibility for all the assets within the team, such as IT and office furniture and equipment, and data, especially confidential personal data of all customers

6. EXTENT OF PUBLIC CONTACT

- Housing applicants, rough sleepers, residents
- Statutory, voluntary and community agencies
- Health professionals
- Police
- Registered providers
- Other local authorities
- Consultants and other experts
- Other services within the Council
- Councillors and the MP.

7. WORKING CONDITIONS AND ENVIRONMENT

Hybrid working with a minimum of 40% office-based working, in accordance with the needs of the service – which are the priority

Attendance at evening meetings may be required from time to time

Travel to locations where required

Participation in the call out rota as necessary (see 3.5)

8. CORPORATE RESPONSIBILITIES

All staff have to act within the Council's rules and follow all reasonable management requirements. These are contained within the Council's Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees.

Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

- Financial Accounting
- Equality and Diversity
- Health and Safety
- Risk Management
- Anti- Fraud
- Data Quality and Data Protection
- Business Continuity
- Major Emergency Plan
- Procurement and Contract Management
- Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policy are available on the staff intranet or from your manager

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS

Refer to Person Specification attached.

Signed as agreed:

Postholder:

Date:

PERSON SPECIFICATION



Post: Housing Advice & Benefits Team Manager

For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

Criteria	Essential/ Desirable	Method of Assessment
Ability to lead, motivate and develop a multi-operational team to deliver an empathetic, responsive, and legally compliant customer service, in accordance with our corporate values	E	A,I,T
Possess, and continue to develop, the skills and knowledge required of an operational lead supporting our most vulnerable residents in respect of homelessness, rough sleeping, housing needs and housing allocations	E	A,I,T
Ability to support and oversee the Housing Benefit and Strategic Enabling of affordable homes functions, within the borough, with a preparedness to develop skills and knowledge further in these fields	E	A,I,T
An excellent, IT literate manager who is effectively able to monitor and manage budgets, risks, business continuity, health and safety, complaints and FOI's	E	A,I,T
Ability to support the implementation of our corporate strategy and continuous improvement of our services through robust project management and delivery – from inception to completion	E	A,I,T
Ability to develop, nurture and maintain positive and effective relationships with a whole host of internal and external stakeholders, including the MP, Councillors, the voluntary & community sector, registered providers, your team and peers on the council's wider management team.	E	A,I,T
Have, or be prepared to study for, a minimum level 4 qualification in housing management or its equivalent	E	A,I,T
Full driving licence and access to a vehicle	D	A
Management qualification	D	A

Application	A
Interview	I
Test (written, presentation, practical – e.g. word processing)	T
References	R
Documentary – e.g. certificates	D