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**Senior Housing Advice and Performance Officer**

**Reports to: Housing Advice and Homeless Prevention**

**Manager**

**Responsible for - Directly: 3**

**Total staff managed: 3**

**Working environment: Hybrid – office and home working to meet business needs**

**Working hours: Full time, 37 hours over a 5-day week**

**Contract type: Permanent**

**Purpose of role**

The Senior Housing Advice and Performance Officer is responsible for leading and managing the review and improvement of housing advice and homelessness services. This includes monitoring, evaluating, and reporting on the effectiveness and quality of homelessness and allocations activity, undertaking homelessness reviews and housing application appeals and responding to complaints and MP enquires. The postholder will also manage a team of housing advisors.

**Key result areas:**

* Efficient and cost-effective housing advice and homeless functions
* Efficient management of the housing register ensure social housing is allocated in line with policy and legislation

**Main responsibilities**

**Team Management:**

* Manage the housing advice team including recruitment, training, supervision, and performance management.
* Provide day-to-day support and guidance to the team, ensuring that casework is of high quality and in line with legal and organisational standards, undertaking complex casework as required.
* Ensure policies and procedures are followed, finding innovative solutions as required.
* Foster a positive and inclusive working environment that encourages teamwork, professional growth, and best practice.

**Performance Monitoring and Reporting:**

* Monitor the performance of homelessness services, ensuring that targets, KPIs (Key Performance Indicators), and standards are met.
* Respond to information requests, complaints and MP Enquiries.
* Collect and analyse data on homelessness trends, causes, and outcomes, preparing reports for senior management, elected Members, external agencies, and stakeholders.
* Develop and maintain systems for tracking the effectiveness of homelessness interventions.
* Analyse data on applications to the housing register and allocations to social housing, producing reports for senior management and elected Members.

**Service Improvement and Review:**

* Undertake homelessness reviews and housing application appeals.
* Undertake reviews of homelessness and allocations services making recommendations for service improvements.
* Conduct service audits across homeless and allocations functions and ensure adherence to relevant policies, procedures, and quality standards.

**Policy Development and Compliance:**

* Ensure that homelessness and allocations policies and practices comply with relevant legislation and statutory guidance.
* Support the development of new policies and strategies to improve homelessness prevention and support services.
* Provide advice on legal and regulatory requirements relating to homelessness.

**Stakeholder Engagement:**

* Develop and maintain relationships with internal and external stakeholders, including housing associations, private landlords, social services and the voluntary sector to inform service development.
* Attend multi-agency meetings as required.
* Work closely with service users to gather feedback, ensuring that the voices of people in housing need inform service development.

**Project Management:**

* Lead or support the development and delivery of homelessness-related projects, ensuring they meet time, cost, and quality expectations.
* Contribute to funding bids, proposals, and securing external resources to support homelessness initiatives.

**Training and Development:**

* Provide training and support to staff.
* Share knowledge and best practices with colleagues, ensuring the team is up to date with legislative changes, new interventions, and emerging trends.

**Budget and Resource Management:**

* Assist with budget preparation and ensure resources are effectively managed in accordance with financial procedures.
* Identify cost-effective solutions for delivering homelessness services and the management of the housing register.

**The above may change subject to consultation with the post holder.**

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**Person Specification**

1. **Experience/ Knowledge**

**Essential**

* 1. Experience working in homelessness or housing services.
  2. Knowledge of housing and homelessness legislation and local authority policies.
  3. Experience in performance management, audit, or service review.
  4. Experience in project management or leading improvement initiatives.
  5. Proven experience of managing teams, including supervision, performance management, and staff development.
  6. Knowledge of housing legislation, including homelessness, housing allocations, and tenancy law.
  7. Understanding of housing options and the local government housing policy.
  8. Familiarity with monitoring and evaluation frameworks.
  9. Knowledge of safeguarding principles and practices

**Desirable**

* 1. Skilled in using data analysis and reporting tools.
  2. Knowledge of external funding mechanisms.
  3. Familiarity with the local housing market and relevant support networks

1. **Qualifications & Skills**

**Essential**

* 1. A relevant professional qualification in housing (Level 4 or 5 Housing Qualification, Chartered Institute of Housing (CIH) certification) or be currently studying for this.
  2. A relevant degree or equivalent work experience.
  3. Strong analytical skills with the ability to interpret complex data.
  4. Excellent written and verbal communication skills.
  5. Ability to work collaboratively with diverse stakeholders and agencies.
  6. Ability to manage multiple projects simultaneously.

**Desirable**

* 1. Membership of the Chartered Institute of Housing (CIH).

1. **Personal Qualities and Attributes**
   1. Commitment to promoting equality and diversity in service delivery.
   2. Strong organizational skills with the ability to prioritize tasks effectively.
   3. Demonstrable passion for improving the lives of people in housing need.
   4. Creative thinker, able to identify innovative solutions.

The following criteria will be tested at interview stage and does not need to be evidenced in an application form, CV or covering letter

1. **Agreed Behaviours Framework**
   1. Putting Great Yarmouth first
   2. Effective and open communication
   3. Respecting others
   4. Working together
   5. Embracing change
   6. Taking personal responsibility
2. **Our Cornerstones of Management and Leadership**
   1. Trust and Respect
   2. Communicate and Connect
   3. Lead and Inspire
   4. Ownership and Accountability
3. **Additional requirements** 
   1. Basic DBS Check.
   2. Participating in the out of hours on call rota, taking and dealing with telephone calls as appropriate including arranging bed and breakfast accommodation as necessary.