

POST TITLE	TEAM LEADER – HOMELESSNESS AND HOUSING ACCESS
DIRECTORATE	PLACE
SERVICE	HOUSING AND HOMELESSNESS
RESPONSIBLE TO	SERVICE MANAGER – HOUSING OPTIONS SERVICE MANAGER – TEMPORARY ACCOMMODATION
NUMBER OF POST HOLDERS	10
ACTING UP/ SECONDMENT	N/A

PURPOSE OF JOB

Improving the quality of life of our customers, within budget, is our top priority.

You and your team will have a well-earned reputation for exceptional customer service and for delivering outstanding results. You will provide strong and effective leadership in one or more of the following areas of the Homelessness and Housing Access service:

- Temporary Accommodation
- Housing Options Service

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Contribute to the development of, and ensure the implementation of operational strategy, service planning and development in your area of responsibility including leading on one or more aspect of operational strategy, planning and development.
- Lead, support and develop team to the delivery of exceptional customer service across the housing service ensuring that the improvement of our customers' quality of life, and the improvement of the places they live in, is the major priority for the service.
- Deliver outstanding performance results in your area ensuring that services are continually improving and evolving in response to customers' needs and expectations.
- Where required, contribute effectively to projects.
- Contribute to the continuous improvement of Service functions. Including encouraging cultural change, and ongoing service improvements
- Deliver services in your area within agreed budget and financial constraints and deliver year on year savings against these budgets.
- Ensure effective operational measures and controls are in place to meet income targets and expenditure constraints, quality assurance, risk management and best value.
- Monitor revenue plans, programmes, and budgets to ensure both strong financial and performance management.
- Ensure effective controls are in place to ensure the implementation of policies and procedures comply with all relevant legislation and regulation and ensure that services support the delivery of the Council's strategy.
- Deliver operational services that are responsive, comprehensive and customer focussed, including monitoring performance and implementing appropriate actions to develop and improve the service.
- Ensure work undertaken is completed to a high standard, within agreed timescales and costs and ensure that health and safety policy requirements and performance standards are met.

- Provide professional advice, support, and assistance to the Service Manager and to deputise as required.
- Contribute to the continuous improvement of Housing and Homelessness service functions. Including encouraging cultural change, and ongoing service improvements.
- Provide training to internal colleagues and external partners on matters relating to your specialist knowledge.
- Provide support and guidance to team members and colleagues in dealing with complex issues.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- Make recommendations on business processes, and procedures designed to improve cost-effectiveness and efficiencies of the service and to enhance customer service and reputation.
- Effectively motivate direct reports and staff within the section to achieve a best value performance culture.
- Prepare analysis, recommendations and reports on operational issues which reflect agreed or proposed outcomes, performance, financial and policy issues.
- Contribute to financial and management control procedures.
- Produce high quality management, performance and project reports and other written work, often working to deadlines,.
- Use initiative and creativity to identify opportunities for service improvements and/or more efficient ways of working.
- The post holder should have or ability to work towards a SVQ Level 4 in a relevant discipline or Equivalent qualification. Alternatively considerable relevant experience in managing services and projects, budgets, staff and customers.
- Develop, maintain, and lead effective relationships with a diverse range of people including senior managers, organisations, and multiagency groups.
- Ongoing communication with the public and elected representatives in relation to service design and delivery.
- Responsible for Suppliers and Sub-Contractors in relation to Procurement, Service Level Agreements and resolving complex issues which may arise and maintain effective partnership arrangements.
- Liaise with professional bodies in relation to Legislative and/or technical advice/guidance and Statutory Authorities in relation to Legislative requirements.
- Make decisions relating to the management and provision of services. Make significant contribution to the development and review of policy and procedures within their specific remit. Provide and consider appropriate advice in relation to operational and strategic decision making. Decisions will be made on appropriate guidance to staff and interpretation of legislation, policy, and strategy and in compliance with relevant statutory duties, financial targets, performance targets, procurement rules and financial regulations.
- Make decisions in relation to performance management including what appropriate action should be taken for poor performance.
- Make decision on complaint resolution on a regular basis and take appropriate action to rectify to customer satisfaction.
- Make recommendations on improvements for area of responsibility.
- Decisions will impact on the management and quality of the homelessness service in Edinburgh including compliance with statutory duties and legislation, delivering services within budgets and business plans, tenant and customer satisfaction, staff safety and security etc.
- Decisions will impact on overall performance against targets, customer satisfaction and financial success.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- Responsibility for directing and managing multiple resources to meet deadlines and for assessing priorities on a regular basis that have significant impact on the service delivery and financial viability of the organisation. This is an operational post and considerable site attendance/activity will be

necessary in tenants homes, in the community and in a building maintenance and construction environment.

- Carry out their duties in both office and off-site environments, including within tenant's homes (5% of time).
- Care should be exercised in the prolonged use of IT equipment in accordance with the Council's policy and guidelines. Health and safety guidelines with risk assessments should be adhered to when conducting home or other off-site visits. Operate in accordance with the Council's Lone Working policy.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

- Responsible for the development and line management for between 8 – 12 6 and Grade 4 staff who will work across the localities. Providing cover for colleagues when required to ensure efficient line management. May be responsible for the operational supervision and management of several external contracts.

RESOURCES

Contribute to the setting of annual budget or the service and will be responsible for monitoring and approving spend against this.

HEALTH AND SAFETY (DO NOT ALTER THE WORDING OF THIS SECTION)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).