IPSWICH
BOROUGH COUNCIL

Ipswich Borough Council

Job Description: **D31a**

Team Leader – Sheltered Housing

MAIN PURPOSE OF JOB

To work as an integral part of the Sheltered Housing Management Team to manage, co-ordinate, deliver, develop, and improve the Sheltered Housing Services and accommodation. Acting as the Council's agent in the fulfilment of its legal obligations and policy commitments as landlord, ensuring that tenants' responsibilities are carried out and/or enforced as necessary, reporting directly to the Neighbourhood Team Manager.

MAIN DUTIES

1. Supervise and manage a team of Scheme Managers, Weekend Visitors and Cleaners. including appraisals, one to ones, sickness, holidays and ensuring that HR systems are up to date. Prepare staff rotas to ensure that the Service is covered daily, organising cover for annual leave, sickness, and arranging adequate scheme cover at short notice when required.

2. Responsible for the delivery of service within financial and budgetary boundaries ensuring that inspections and all other activities are carried out within agreed performance targets. Responsible for adherence to all safe-working and lone-working practices and procedures. To assist the Neighbourhood Team Manager in reviewing procedures to achieve smarter, improved working practices and to deputise for them in their absence.

3. Responsibility for ensuring the Council complies with its legal obligations and policy commitments as a landlord
   Rent collection and arrears management – responsibility for the enforcement of a rent arrears procedure through all stages from initiation to eviction, including preparing and hand delivering legal notices.

4. Scheme Welfare – advising and supporting tenants on a wide range of welfare benefits and other social housing and welfare issues. This includes working in partnership with the local community and fostering relationships with agencies such as Health, Social Services and the Police.

5. Empty Property Management - responsibility for the management of empty properties, liaising with outgoing tenants/families of deceased tenants. Ensuring the adverts are managed within the current procedure and that the assisted views take place within the target turnaround times. To work closely with the accommodation and housing options team. To complete risk assessment and a support referral if necessary.

6. Tenancy Management – responsibility for the management of tenancies and enforcing any tenancy breaches in close liaison with other Council departments and external agencies. This includes visiting and interviewing tenants, issuing warnings and Notices, writing witness statements and attending Court.

7. Scheme Management – responsibility for carrying out full health & safety inspections of the schemes, identifying hazards and environmental improvements and preparing reports.

8. Act as the first point of contact for advice and liaison for any matters within the Sheltered Housing Service. This will include, health and safety, making safeguarding referrals. fire risk assessments and business continuity planning.

9. Writing and reviewing Sheltered Housing Service procedures.

10. Reacting to urgent situations (staff and control centre), responding to or arranging staff to respond to urgent situations, 8am to 5pm daily, also receiving out of hour's calls for advice or attendance.

11. Ensuring the landlord legal obligation to complete an annual gas service is met. This includes liaising with the tenants where needed. It also includes serving notices and executing warrants of entry.

12. Acting up for the Neighbourhood Manager in their absence.

Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.

IPSWICH BOROUGH COUNCIL	Ipswich Borough Council Person Specification Sheltered Housing Service Team Leader **JOB NO:-** J6698

ATTRIBUTES	**ESSENTIAL**	**DESIRABLE**	**METHOD OF ASSESMENT**
Qualifications	A level or equivalent.	CIOH professional qualification Level 4	Certificate / Application Form
Relevant experience/skills	Minimum 3 years experience of working with older persons in a housing and/or social care related field. Experience of managing staff, staff supervision, sickness and appraisal Experience with the management of staff rotas. Knowledge of health and safety legislation/issues Experience of budget management Experience of working with challenging and vulnerable customers. Experience of representing a service at internal and external meetings as well as during a range of tenant consultation services. Proven experience of analysing and applying the relevant procedures and legislation to deal with and resolve tenancy management issues.		Application form / Interview

	Experience of a rent recovery process. Experience of lone working and decision making on own initiative. Dealing with difficult situations that cannot be solved by Scheme Managers		
SPECIALIST KNOWLEDGE		Ability to advocate on behalf of customer and staff groups	Application form / Interview
JOB RELATED SKILLS	Good organizational skills Ability to influence, negotiate and lead a group of staff, as well as use of influencing and negotiation skills in relation to inter-agency working Knowledge of social housing legislation/guidelines/issues Competent in the use of IT systems including Windows based packages and housing management software Knowledge of tenancies and their management Knowledge of current welfare and housing benefits Knowledge of where Social Housing fits into the current Government agenda Knowledge of Landlord & Tenant Law and other relevant sections of housing legislation.	Understanding of the need for maintaining high standards of confidentiality Ability to advocate on behalf of customer and staff groups Ability to summarise essential information Understanding the benefit system in relation to Service Charges.	Application form / Interview

	Experience of the Court process and understanding of the Civil procedure rules including coroner's court. Understanding of budget management		
PERSONAL SKILLS	Experience of communicating often complex information in a straightforward and easily understandable manner appropriate to the ability of the recipient Proven ability to advise, persuade and negotiate on a variety of housing related matters with tenants and other parties To be able to use own initiative in making decisions in relation to issues of tenancy and estate management in often difficult circumstances Understand the importance of money management for our tenants and demonstrate the ability to agree a payment schedule Ability to show empathy, use persuasion, negotiation, and tact in a wide range of circumstances Ability to work both alone and as part of a large and supportive team Ability to organise workloads 4-12 weeks ahead		Application form / Interview
OTHER REQURIEMENTS	Full driving licence Agile working in various locations		Application form / Interview

	Lone working Requirement to attend occasional evening meetings You may be carried upon to respond to emergency calls when off duty.		