



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Allocations Manager	Role Profile Number: SBC_12046
Grade: CFL 9 Salary:	Date Prepared: May 2024
Directorate/Group: Housing	Reporting to: Allocations & Lettings Operation Manager
Structure Chart attached:	No

Job Purpose

To lead an effective, forward thinking, dynamic and customer focused Allocations & Letting service that delivers Swindon's Vision and priorities.

Managing the team who are responsible for maintaining the Council's Housing Register, including comprehensive and accurate assessments of applicants' circumstances, ensuring information provided is verified, keeping records up to date and carrying out periodic reviews to maintain up to date details;

Managing the team who are responsible for the nomination process and advertising of Housing Association homes ensuring advertising income is maximised.

To ensure the provision of specialist advice, concerning the Housing Register and Allocation Scheme, whilst ensuring that the Allocations & Lettings content on the Councils website and Housing Portals are monitored and up to date.

Maintaining regular audits in relation to the Allocation Scheme and fully supporting the Allocations & Lettings Operation Manager in delivering the statutory service.

Key Accountabilities

- Deputise for the Allocations & Lettings Operation Manager for matters relating to the Housing Register and Housing Association as necessary.
- Lead the day-to-day management of the Allocation Team ensuring the implementation and delivery of a wide range of statutory duties in line with the Allocation Scheme.

- Carry out all aspects of staff management including induction, completion of regular My Performance Conversations, Professional Development Reviews and identify training needs and opportunities, ensuring that the Council objectives are reflected in team's objectives and priorities.
- Ensure all employee-related actions and monitoring and recording of management tasks are undertaken promptly in relation to sickness management and employee relations.
- Lead on recruitment, training, development and motivation of the team, ensuring an effective workforce capable of delivering and improving the service to deliver agreed outcome.
- To ensure a culture of continuous improvement and achievement by monitoring performance and outcomes relating to officers, projects and initiatives that you are responsible for.
- To lead and participate in projects within the Allocations & Lettings service and report back including written reports and presentations.
- Ensure that the Allocation Team are efficient and are maintaining an effective delivery of the Council's housing register, ensuring the fair and transparent allocation of secure Council housing, nominations to registered providers, mobility schemes and other housing options in line with national regulations and guidance.
- Ensure that the Allocation Team are providing a provision of advice, guidance and information in relation to accessing council and Registered Provider properties and other available social and private housing initiatives.
- Ensuring that applications are fully reviewed by the team to identify previous debt owing to SBC and potential fraudulent applications.
- Joint working with Homeless and Tenancy Services to ensure move on from applicants in temporary accommodation and supported housing and ensuring plans are in place in relation to tackling barriers for rehousing.
- Responsible for the maintenance of the Housing Register and ensuring attributes are entered for Central Government statistics and reporting purposes.
- Producing statistical information for service users and compiling Central Government reporting.
- Running reports for Senior Managers and liaising with IT for amendments and creation of reports.
- Manage the Choice Based Lettings Bidding Cycle, ensuring that it is running between the agreed dates.
- To monitor, report and prepare regular timely statistical information.
- To audit decisions on applications to prevent fraud and ensure consistency and fairness and identify training needs.
- Accountable for reporting performance and progress, this role will ensure all reporting is efficiently processed to inform the senior management team of void repairs and lettings performance.
- Play a pivotal role in service improvement projects and present at performance clinics and at the Housing Performance Board.
- To present recommendations for service improvement at leadership meetings providing outcomes to minimise the financial impact on the public purse in terms of providing affordable housing efficiently.
- Provide KPI data detailing the monthly, quarterly, and annual performance of the service area. Monitor and report on quantitative as well as qualitative performance indicators.

- To carry out any statutory reviews/ appeals arising from Allocations of Social Housing under Part VI Housing Act 1996 (as amended) as and when required.
- To ensure staff utilise Housing system to update and record concise and evidence-based information in a timely way, ensuring customer records are accurate and kept up to date at all times and management information can be produced when required. To adhere to, and ensure staff in the team adhere to, General Data Protection requirements at all times when collecting, recording and handling personal data.
- To train all new and existing staff and partner landlord staff on the housing systems and housing services.
- Meet quarterly with Front line support services to ensure they are up to date on changes and to assess performance and identify and implement training requirements.
- To liaise with both clients and housing partners with the Housing Register and Choice Based Lettings to ensure that there are strong links maintained between the IT specialists including the Projects Leader to enable the maximisation of functionality and reporting of the key business systems used by the team.
- To support development and test upgrades for our inhouse systems. Work with IT Team to continually improve the IT system to provide an efficient and effective service. Managing user acceptance testing on IT systems for functions within Voids & Lettings, and signing off before implementation date. Attending User Group Meetings.
- Partnership working with Housing Associations ensuring that enquiries are responded to in service level agreements in relation to the nomination process, advertising, RSL IT Module or Local Lettings Plans. Shortlisting nominations in with Swindon's Allocations Scheme.
- Ensuring that the team are invoicing Housing Associations, that advertise on the SBC Choice Based Letting site in a timely manner, to ensure income is received.
- To audit offers of accommodation by HA's to ensure policy has been adhered to.
- Reporting on reasons for withdrawal and refusal of Housing Association stock for review with Allocations & Lettings Operation Manager.
- Considering refusals for Housing Association stock and decision making in respect to approval to remain on Housing Register.
- Organising and chairing the Registered Social Landlord Partnership meetings.
- Manage the advertising of shared ownership homes and process for re-sale covenants.
- To work in collaboration with all stakeholders to effectively and efficiently deliver the Council's mission statements and priorities in relation to Allocation & Lettings service area.
- Collaborate with colleagues across the Council to collectively achieve corporate objectives – including homelessness prevention (reduce the cost of using temporary accommodation, etc.), Social Care (reduce the cost on the social care expenditure), Downsizing (best use of social housing stock, to reduce housing register list for family accommodation), environmental health, benefits, community safety and fraud (identify and reporting all alleged fraud activity).
- Assess and make decisions on discretionary approvals and debt approval.

- Dealing with a wide range of clients, often with complex and high needs such as mental health issues, substance misuse, alcohol dependence, offending and violent behaviour.
- To ensure that the needs of vulnerable households are identified during the allocations process and that the necessary support services are put in place to meet those needs.
- Ensure the Safeguarding of Children and Vulnerable Adults is identified and make referrals in line with Safeguarding policies and procedures for housing and tenancy support.
- Ensure that service delivery complies with current regulations, accepted professional standards, the council's policies and procedures and appropriate legislation (including legislation on data protection, homeless, immigration, equalities, health and safety and safeguarding children and vulnerable adults)'.
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- Working knowledge of Housing related policies and legislation specific to letting homes, including an understanding of tenancies and safety legislation with a focus on compliance within all activities undertaken.
- To ensure teams are following Health & Safety requirements, and update risk assessments where required.
- Ensure lone working and policies and procedures are followed at all times
- To have a working understanding of The Homelessness Act 2002, as Amended by The Homelessness Reduction Act 2017. Assist with Housing Options Team to reduce those clients in high cost temporary accommodation to reduce the financial burden on the general fund and to ensure tenants are moved on efficiently to permanent social housing accommodation.
- To respond to enquiries, correspondence and complaints from customers, Councillors, MPs, solicitors and other advocates, working to resolve service issues at the earliest opportunity and prevent escalation.
- Managing complaint investigations and Members enquiries robustly in a customer focused way to ensure any learning is shared, communicated, understood and implemented through review of processes and/or training as required.
- Responsible for writing, reviewing and updating processes, policies, procedure guides, accommodating significant and ever-changing work practices and officer responsibility.
- Monitor, review, and feedback in relation to customer satisfaction data and present findings for lesson learnt.
- To monitor enquiries from Contact Centre and Reception and implement any training needs, identifying common queries and reviewing customer information to ensure Council Website, correspondence and Portal are providing accurate and up to date information. Identifying lessons learnt and improve the service to 'get it right first time'.
- Responding to residents via SBC Corporate social media, which will include posting updates on the service and holding Q&A sessions when applicable.
- Attend tenant advisory groups or scrutiny panel to gain their feedback on customer information.
- Represent the service area at appropriate internal/external events and meetings in accordance with the remit and status of the post.
- You will positively support activities that help promote SBC culture and behaviours.
- Ensuring services are positively focused on customers, communities, and neighbourhoods.
- Any other duties commensurate with the post and needs of the business.

Supplementary Accountabilities

- In accordance with the provisions of Health & Safety, take reasonable care so as not to endanger yourself or other persons at work; co-operating with the Council to enable it to comply with its statutory duties for health and safety
- To ensure that Data Protection policies are adhered to, safeguarding that disclosure of information is not made to the person other than the data subject unless approval is given by the person or whereby there are relevant disclosures in place.
- To keep abreast of changes in Government policy through liaison with managers and of evolving good practice in relation to housing, and to recommend/implement change as required.
- Housing is committed to working in a manner which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion or gender.
- To participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.
- To carry out all essential e-learning and attend any necessary training as directed by the Council.
- To meet with customer's face to face on council sites or at their home.
- To adhere to lone working procedures for home visits and viewings.
- Ensure that any identified personal training needs are discussed with the immediate supervisor/Manager including being appraised in accordance with the Council's development and appraisal scheme and to undertake a programme of continuous development
- Undertake any other duties that can be accommodated within the grading level of this post.

Knowledge & Experience

- Experience of managing and supervising front line staff in both offices, on site or via hybrid working.
- General management skills to drive improvement in services
- Ability to work under own initiative without supervision, prioritising workloads, working to deadlines, planning ahead and able to make on the spot decisions.
- Ability to write effective and coherent reports
- Excellent organisational and communication skills (verbal and written).
- Ability to introduce new services and implement change
- Project management and performance management skills
- Detailed knowledge of social housing and the duties of local authority/housing association as landlords.
- Demonstrate decision-making and discretion in applying both the Allocations Scheme and the Housing Legislation to the Allocations & lettings process.

- Considerable experience of customer service and resolving problems and queries - face to face, over the telephone and written communication
- Excellent organisational and administration skills and able to schedule and complete own caseworks to strict timescales.
- Ability to maintain and update databases with high levels of accuracy.
- Excellent IT skills, and a good knowledge of Microsoft Office especially Excel.
- Experience of User Acceptance Testing and IT Project work is desirable
- Experience of housing software systems is desirable
- Excellent communicator, keeping client/s, colleagues and professionals fully informed.
- Flexible and works collaboratively
- A problem solver who can use their own initiative.
- Experience of working under own initiative and managing caseload
- Ability to follow processes and policies to ensure compliance.
- Ability to extract information from policy and interpret and apply accordingly without supervision
- Detailed Knowledge of Housing policy and relevant legislation (The Housing Act 1996, The Localism Act 2011, The Homelessness Act 2002, as Amended by The Homelessness Reduction Act 2017 and Social Care Act 2014) is preferred
- Working Knowledge of health and safety regulations and relevant legislation related to the role.
- Currently working in a housing related field or similar is preferred
- Experience of representing an organisation at meetings
- Experience of leading meetings and/or training sessions.
- Lone working experience is preferred
- Experience of working with vulnerable clients preferred
- Full current driving licence and access to a vehicle to visit clients and sites throughout the borough
- Must be fluent in the English language (as requirement of Part 7 of the Immigration Act – for the effective performance of a customer-facing role)
- Willing to embrace change.
- Decision made can have financial consequences.

Qualifications

- NVQ Level 4 or HNC in Housing or related fields or relative social housing management experience.
- GCSE Grade A-C, or equivalent in English and Math
- Member Chartered Institute of Housing (Preferred)

Decision Making

- A Written: standard letters, writing reports, designing and completing forms.

- Verbal: Giving specialist and general housing advice, presenting information to formal meetings and groups, influencing policy and negotiating on behalf of Council.
- Ability to make cost effective decisions.
- Undertake internal audits, to ensure that all staff are assessing applications in line with the Council's Allocation Scheme and national Housing legislation (The Housing Act 1996 and The Localism Act 2011).
- Working knowledge in applying housing legislation (as above) in order to review and decision in relation to the Housing Register.
- Making decisions on interpretation of policy, case law and legislation through enquiries from teams and customers having a direct impact on whether a client is able to secure social housing
- Prioritisation of workload and ensuring targets are met in line with business plan/KPIs
- Management of the team and allocation of work
- Assessing team members capability and training needs
- Identifying properties suitable for adaptation.
- Ability to work under pressure and without supervision, making on the spot decisions.
- Making decisions on interpretation of policy through enquiries from staff or customers, having a direct impact on whether a client is able to secure social housing
- Decision made can have financial consequences.

Creativity and Innovation

- Ability to work under pressure and without supervision, making on the spot decisions.
- Work closely with all levels of Council staff & members of the public.
- Challenge current policy, procedures and staffing arrangements to ensure services adapt to changing priorities and keeps up with housing sector good practice. Implement change.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • See Structure Chart, direct reports include: • Allocation Officers • Allocation Nomination Officer • Housing Apprentices <p>Typical tasks supervised/allocated to others</p>	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>N/A</p> <p>N/A</p>
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Contacts and Relationships

- Written: Standard letters, non-standard letters, writing reports, completing forms and composing emails.
- Verbal: Giving specialist and general housing advice to clients and colleagues.
- Team: Work closely and collaborate with other officers, internal departments, social landlords and other partner organisations.
- Members of the public, requiring a service
- Housing Associations, Private Landlords, Lettings Agents
- Other Local Authorities
- MPs, Councillors
- Internal: Housing Officers, Environmental Services, Fraud, Tenancy Services, Homeless, Domestic Abuse Officers, Social Care,
- External: Probation, Police, Refuge, Hostels

Delivering Performance and Results

- Being determined to achieve our outcomes by committing to the highest standards of individual and collective performance.
- Holding purposeful conversations which challenge, recognise contribution, giving and receiving relevant feedback.
- Being responsible for delivering my results. Results that contribute to the wider outcomes for Swindon Borough

Collaborating and Innovating

- Taking a Swindon wide view. Understanding the impact of the political landscape for our organisation.
- Looking for appropriate opportunities to work internally and externally in partnership to find new and sustainable ways to do things.
- Being bold, willing to learn in order to meet the needs of our residents.
- Being proactive and accountable – making a difference.

Leading Self and Others

- Acting in a fair, ethical and authentic way, demonstrating mutual respect and treating one another as professionals.
- Fostering trust, developing ability and accountability.
- Developing the conditions for ourselves and others to thrive to create a one team spirit that we are proud of.

Other Key Features of the role

Occasionally the post-holder will be expected to attend pre-arranged meetings in the evening or at the weekend.

Note:

This job description is intended as a general guide to duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the department, always in consultation with the post holder.

Housing is committed to working in a manner, which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion or gender.