

Job Description

Job Title: Team Leader (Contract and Compliance)	Service Area: Housing Needs / Temporary Accommodation	
Directorate: Inclusive Economy & Housing	Post Number: TBC	Evaluation Number: 7150
Grade: PO4	Date last updated: December 2023	

PEOPLE AT THE HEART OF EVERYTHING WE DO

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

CORPORATE PARENT

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

To carry out specified duties within the Assurance and Compliance team in accordance with the Council's policies, priorities, procedures and relevant legislation.

Specifically, to be responsible for ensuring that all services within contracts entered into with third parties for the provision of temporary accommodation for homeless households are delivered diligently and in the absence of the Contract and Compliance Manager to ensure that the service continues to be delivered seamlessly and to applicable standards.

Job Context

1. The post holder is directly line managed by the Contract and Compliance Manager.
2. The post holder has line management responsibilities for 12 officers.
3. The post holder may from time to time be required to deputise for the Contract and Compliance Manager including attendance at meetings and providing written responses to enquiries received from senior management, councillors and the Mayor's office.
4. The post holder holds no budget responsibilities.
5. The post holder may be required to work outside of normal office hours, including some weekends and evenings, to meet service requirements.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall under the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time:

1. To provide a first-class customer focused service that meets or exceeds customer expectation and maintain excellent relationships with key stakeholders and partners.
2. To support the team with ad hoc guidance and advice and cover to cover/ deputise in the absence of the Contract & Compliance Manager.
3. To ensure that all files and records are updated using the appropriate corporate systems including Northgate and Adam Housing and to use information technology proficiently, for monitoring, record keeping, case management and statistical analysis purposes, and prepare reports as required.
4. To maintain robust performance management and statistical monitoring arrangements, implement mechanisms to ensure these are being maintained, and be responsible for taking appropriate and timely corrective action as required. To provide analysis of performance data when required by the Contract and Compliance Manager.
5. To develop and maintain, a working knowledge of all relevant legislation within the Housing field, specifically, the Housing Act 1996 (as amended) and Homelessness Reduction Act 2017. In addition, a working knowledge of appropriate general health & safety and fire regulations as they apply to property suppliers should be maintained.
6. To contract manage a designated number of suppliers of temporary accommodation in accordance with the Temporary Accommodation Supplier Agreement (or successor agreement).

7. To conduct one to one supervision and appraisal sessions with officers ensuring mandatory and other relevant training as required, including personal development and ensure that health and safety policies and procedures are followed at all times.
8. To provide the Contract and Compliance Manager with periodic reports outlining the performance of the Team.
9. To carry out pre-inspections of all temporary accommodation offered to the Council through Adam Housing's Dynamic Purchasing System (DPS) and to record the results of all inspections photographically and provide an accompanying written report which should be saved to the Councils management system.
10. To advise the accommodation supplier of the outcome of the inspection and where works are required to meet the contracted standard agree a reasonable time for any identified work to be completed and carry out a post inspection on completion of works.
11. To validate all health and safety certification supplied with the offer of accommodation, including but not exclusively;
 - CP12 Gas Safety Certificate
 - NICEIC Electrical Safety Certificate
 - EPC Energy Performance Certificate
 - Fire Risk Assessment
12. Where the temporary accommodation is to be accepted as Private Sector Leased accommodation prepare and issue to the accommodation supplier the necessary documentation contained within the procedural guide for this TA option.
13. To carry out inspections because of complaints from occupiers concerning the condition of procured temporary accommodation and undertake a full range of diagnostic tests and procedures to establish causation in cases of dampness and to ensure full compliance by the accommodation provider.
14. Provide a report to the accommodation supplier where appropriate and agree a reasonable time for the necessary repairs to be completed.
15. To prepare reports and attend meetings as required, including those outside normal working hours.
16. To regulate the behaviour of all occupants of nightly paid accommodation and tenants of private sector leased temporary accommodation ensure that managing agents take appropriate action in accordance with the Temporary Accommodation Supplier Agreement (or any successor agreement).
17. To respond to enquiries and complaints from residents and elected members concerning the provision of services.

18. To work with minimum supervision to agreed service standards and ensure deadlines are met and cover colleagues as directed.
19. To carry out any appropriate duties, as directed, at any office location within the borough to ensure that service delivery within the organisation is maintained, and that are in line with the purpose and grade of the job.

To undertake all responsibilities listed below:

20. To be a champion for excellent customer service delivery and customer care and contribute to the development and delivery of an integrated service.
21. To be self-serving with respect to administration, case record keeping and other related duties and utilise IT systems to update and record information required according to guidance and established procedures.
22. To take the lead on your personal development by ensuring you meet with your manager for appraisals, one to ones, objective settings, personal development plans and working group meetings and take a full and active role in service development, including service reviews.
23. To carry out the duties of the post in accordance with the Data Protection Act, the Health & Safety at Work Act and other relevant legislation, as well as Council policies, procedures, Standing Orders and Financial Regulations.
24. To carry out the duties of this post with due regard to the Council's Equal Opportunities Policy and to actively promote and uphold the Council's HEART values.
25. To take responsibility, appropriate to the post, for ensuring compliance with council policies and procedures aimed at promoting and safeguarding the welfare of vulnerable children and adults.
26. To take responsibility, appropriate to the post for promoting diversity including tackling racism and good race, ethnic & community relations.
27. To undertake any other duties appropriate to the grade, that may be required. These may be varied from time to time to meet the needs of the service.

Personal Specification

Job Title: Senior Practitioner (Contract and Compliance)	Service Area: Housing Needs Temporary Accommodation Service	
Directorate: Inclusive Economy and Housing	Post Number: TBC	Evaluation Number: 7150
Grade: PO4	Date last updated: December 2023	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

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PROTECTING OUR STAFF AND SERVICES

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CRITERIA	METHOD OF ASSESSMENT
	A = Application T = Test I = Interview
KNOWLEDGE:	
Knowledge of the major factors, influences and challenges facing local government relating to homelessness and temporary accommodation.	A / I
Understanding of sensitivities in dealing with a vulnerable client group in a Housing Needs environment whilst achieving positive outcomes	A / I
Knowledge of housing policy, housing management and social housing Delivery.	A / I
An understanding of Health and Safety as it relates to property management.	A / I
Knowledge of Northgate Housing system and/or other Housing databases.	A / I
Good level of knowledge and experience of housing performance indicators and performance measurement systems, reporting and record keeping.	A / I
Good knowledge of housing services partnership working and relationship Management.	A / I
Excellent knowledge of Building Regulations and Health & Safety legislation requirements relating to housing properties including required safety certification.	A / I
A good understanding of the roles and relationships between the Council and its partners and elected members.	A / I
Knowledge of project management techniques, including governance, dependency management, risk management and financial management.	A / I

EXPERIENCE: Experience of operating in a busy, demanding, complex and political environment. Experience of writing and presenting complex reports for a wide variety of audiences. Experience of working with housing services and providers in a client/partnering environment. Experience of resolving sensitive issues using tact and calm to mediate and resolve issues. A track record of service improvement using an innovative and positive approach to partnership working and achieving high performance. Experience of monitoring Budgets. Experience of building inspection work, identifying faults, preparing reports/specifications. Experience of housing property contract management, compliance and procurement including carrying out commercial negotiations. Experience of contract management strategies and delivering a client role in a contract compliance environment.	A / I A / I A / I A / I A / I A / I A / I A / I
SKILLS AND ABILITIES: Good negotiation and influencing skills. Ability to lead people and performance in pursuit of the timely delivery of service requirements especially complaint resolution timescale.	A / I A / I

Ability to prioritise workload, organise and expedite work, including meeting deadlines with minimum supervision.	A / I
An ability to work using own initiative, manage and respond quickly to change in circumstances and respond calmly and logically in emergency situations.	A / I
The ability to collate and analyse complex data and to report findings.	A / I / T
Excellent IT skills in a range of systems.	A / I
The ability to perform service level and contract monitoring.	A / I
A high standard of communication skills, demonstrated by the ability to communicate effectively with a wide range of people including Councillors, senior officers and the public.	A / I
Ability to present written and oral reports to a range of audiences.	A / I
Ability to respond calmly in challenging situations to address and resolve issues, not only by formal / legal processes but by mediation and persuasion to effectively obtain a satisfactory resolution/ outcome.	A / I
Ability to apply relevant legislation, policies and procedures.	A / I
Excellent level of numerical and verbal skills sufficient to enable post holder to undertake duties of the post.	A / I
Ability to consult with residents and colleagues, and to liaise effectively with all levels within the organisation.	A / I
Ability to work flexibly as part of a team.	A / I
PERSONAL STYLE AND BEHAVIOUR	

Takes Ownership: Proactive in seizing opportunities - regularly reviews and takes responsibility for their own actions whilst ensuring the best quality of service, acting upon feedback to improve both quality and delivery. Works Collaboratively: Quickly establishes effective working relationships - gaining and retaining the confidence and respect of staff, service users, partners and other contacts. Communicates Effectively: Excellent communication skills both verbally and in writing, including the ability to produce detailed technical letters and reports. Focuses on People: Excellent interpersonal skills including active listening, advocacy and diplomacy when dealing with all stakeholders and people at all levels. Respects and understands individual's needs: Able to work effectively and even-handedly with people from diverse backgrounds and circumstances, ensuring there are practices in place to reflect this. Focuses on Results: Able to gather information and interpret complex issues e.g. legislation and case law quickly, to think creatively about problems and identify solutions. Calmness under pressure: Propensity to think ahead and able to thrive in a challenging and pressurised environment, with competing service demands and tight deadlines.	A / I A / I A / I / T A / I A / I A / I A / I
OTHER SPECIAL REQUIREMENTS: Willing to deputise for the Contract and Compliance Manager across periods of leave and absence. Willing to act as the operational lead on behalf of other managers in the Temporary Accommodation Service when required (such	A A

as during periods of annual leave and absence) to ensure business continuity.	
Willing to work outside normal working hours to respond to emergencies or attend meetings as required.	A
Demonstrate an understanding of the issues relating to equal opportunities in service delivery and provision and to actively promote ways of eradicating racism, sexism and other forms of negative discrimination through the Council's policies and procedures.	A
To comply with the Council's Health & Safety policies.	A