

# Job Description - Draft

<b>Job Title: Full Time</b> Allocation Team Manager	<b>Service Area:</b> Lettings Agency	
<b>Directorate:</b> Inclusive Economy & Housing	<b>Post Number:</b>	<b>Evaluation Number:</b> 6748
<b>Grade:</b> PO6	<b>Date last updated:</b> January 2025	

### 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

Reports to the Head of Allocations & Choice Homes UK  
Management responsibility for: 6 Lettings Officers (SO2) & Re-housing Co-ordinator (PO1)

To be the named lead in terms of allocation reviews, allocation and act as the operational lead on behalf of managers of the hosing register and administrators teams when required (such as during periods of annual leave and absence) to ensure business continuity including full compliance with the statutory duties on the local authority, laid out in the relevant legislation relating to each area such as the Housing Act 1996 (as amended) C.52 Part VI The Housing Register, The Allocation Scheme, Supplementary, and the Allocation of Accommodation: Guidance for Local Authorities, Department for Levelling Up, Housing and Communities, and other relevant legislation detailed in the **Essential Criteria (Knowledge)** section below - whilst ensuring that the local authority's allocation policy is adhered to.

To ensure all staff are fully up to date with the provisions of the local authority's allocation policy, associated Government Code of Guidance, case law and best practice. To seek out new and innovative means of achieving this objective, whilst ensuring staff adhere to the local authority's policy and procedures. Periodic

reviews and implementation of policy and procedures to ensure they remain effective and aligned to relevant legislation, the housing pressures faced by the local authority at any given time and to better meet the needs of those living in overcrowded, insecure or inadequate housing, despite their acute need.

To create effective strategic and operational partnerships with other professionals and agencies, acting on behalf of the Council in the fulfilment of its legal duties and organisational priorities.

To ensure the service maintains high levels of good customer care and empathy throughout. We may not always be able to deliver the outcome applicants want, but we should always be honest and treat them with respect, in consideration of their situation.

To build confidence in the Lettings Agency with senior management, councillors and the Mayor's office via weekly or monthly performance reporting dashboards.

### **Job Summary**

To ensure the service is efficiently progressing property allocations key-to-key within stipulated performance timeframes whilst making every conceivable effort to ensure effective liaison with key colleagues and departments around works completions dates and voids availability in order that the team can meet the needs of those living in overcrowded, insecure or inadequate housing, despite their acute need. Ensuring a fair service delivery so that those most in need of social and Council housing are bidding for, and moving into, properties that suit their needs.

To make sure Officers (and Administrators when necessary) are receiving the support and development necessary to correctly and efficiently progress property allocations including the verification process, advertisements, organising viewings, management of refusals, processing special schemes nominations, processing decants and processing under-occupation transfers.

Ensuring Officers (and Administrators when necessary) make decisions in accordance with the appropriate legislation and Government Codes such as the Housing Act 1996 (as amended) C.52 Part VI The Housing Register, The Allocation Scheme, Supplementary, and the Allocation of Accommodation: Guidance for Local Authorities, Department for Levelling Up, Housing and Communities, and other relevant legislation detailed in the **Essential Criteria (Knowledge)** section below.

The post holder will be required to ensure the local authority's allocation policy is adhered to and must be innovative, dynamic and solutions focussed to put into place practices to ensure the efficient allocation of properties to maximise yield (and the processing of housing register applications in the event that you are providing management cover for that team) including adequate acknowledgements to applicants regarding any updates or status changes with their cases. In addition to this the post holder when appropriate will be required to develop, design and implement new operating environments to develop the wider Lettings Agency taking a joined up approach with the voids and temporary accommodation teams (and the homelessness prevention and advice team when required).

The Allocations Team Manager is responsible for managing and overseeing the Seaside & Country Homes and removals contracts and budget up to £50K.

### **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 to 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 be the operational lead for the allocation team and act as the operational lead on behalf of managers of the housing register and administrators teams when required, such as during periods of annual leave and absence, to ensure business continuity.

2. To create and maintain strategic partnerships and relationships with other professionals and agencies, in order to achieve the objectives prioritised as a result of being the operational lead on one of the areas listed in (1) above. In particular to foster increased joint working initiatives with the voids and temporary accommodation teams. Ensuring all relevant teams are updated when residents are moved onto secure accommodation.
3. To ensure the Council delivers an effective, customer-friendly and efficient service, putting people at its heart. To make sure the teams have the appropriate skills and technical knowledge to address the full range of housing issues faced by applicants who may be vulnerable or have multiple complex needs. To adapt or create innovative policies and procedures to support these households to access alternative suitable, accommodation, whilst ensuring full compliance with statutory duties, Government Code of Guidance, case law and best practice.
4. To act as the Housing Options lead overseeing special schemes including quotas, decants and under occupation and to support the head of service in processing management transfers on violence and harassment grounds.
5. To ensure Officers (and Administrators when necessary) are correctly and accurately progressing property allocations (and assessing housing registration applications in the event that you are providing management cover for that team) undertaken within their teams, making sure the Council fulfils its statutory duties in relation to the local authority's policy and legislation detailed in the job summary above so that timescales as set out within Government Codes of Guidance and local key performance measures are achieved; and that high quality casework is carried out throughout.
6. To monitor new processes, evaluate policy and work standards and oversee the development of new ways of working, especially collaborative working with other specialist teams such as the Homelessness Prevention and Advice, Temporary Accommodation and Voids.
7. To represent the Council at strategic and operational partnerships, making decisions on behalf of the local authority in the context of its statutory duties and achieving the wider strategic objectives of the organisation.
8. To hold and maintain a comprehensive knowledge of the relevant legislation as detailed in the **Essential Criteria (Knowledge)** section below, ensuring this is updated as new case law and Government Code of Guidance is determined and be the lead responsible for making sure this knowledge is disseminated and implemented with Officers (and Administrators when necessary). Furthermore, to ensure this knowledge is shared with other services and Heads of Service.
9. To participate as a duty manager, as required, and deputise for the Head of Allocations and Choice Homes UK across periods of leave and absence, authorising key decisions related to operational matters.
10. To develop and 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.
11. To write reports, using specialist knowledge and understanding of the legislation and regulations, as well as the wider performance of the Team, and present these to the Directorate Management Team, Cabinet Members and other services, as required.
12. The Allocations Manager is tasked with managing the performance of the Allocations Team, providing monthly performance information, and using project management principles to plan, organize, and develop the service.

13. To oversee the development of appropriate systems and tools for the service, in order to fulfil operational and strategic policies, best practice and compliance with statutory duties and responsibilities. To be the strategic lead for reducing under-occupying.
14. To attend professional forums and benchmarking groups attended by delegates from local authorities and other registered social landlords and seek to keep the service upper quartile in comparison. Ensure officers are suitably skilled to deliver on objectives, and that partners are operating within the agreed policies and practices.
15. To deliver training and awareness briefings to staff and stakeholders providing expert advice and opinion on allocations and housing registration issues, and to lead on advice surgeries, meetings and talks where applicants are affected by a similar issues.
16. To investigate and respond to complaints, Member's Enquiries, Ombudsman investigations and Freedom of Information requests, as necessary. To use these as a 'learning opportunity' in identifying issues and then developing and implementing practice leading to continual service improvement.
17. To lead on the coordination and preparation of court papers and attend court on behalf of the council as required to whereby decisions of the Council may be legally challenged or subject to Judicial Review.
18. To lead on the coordination and preparation of case reviews, responses to NHS / other healthcare professionals and responses to solicitors' enquiries.
19. Provide adequate support to the Occupational Therapist and their Support Officer and management of both in the event that you are acting as the operational lead for the Housing Register Team over a period of leave and absence.
20. 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.
21. To robustly maintain a duty calendar so that an Officer is in attendance at each housing hub to ensure a positive impact on vulnerable applicants and those with multiple complex needs – enabling them to submit a fully informed housing registration application with supporting documentation and move from unsuitable accommodation into accommodation which suits their needs. To ensure the Contact Centre and receptionists at housing hubs sign-post applicants without access to IT to libraries where PCs and scanners are available.
22. To develop a wider range of policy and practice beyond housing registrations and allocations, in areas such as medical assessments, child protection and assessment and understanding of vulnerability and multiple complex needs.
23. To participate in the development and regular reviews of all information and publicity for all applicants, prospective applicants and all other stakeholders regarding the housing register, allocation policy and best practice. This will include website content, social media posts and FAQs. To understand the value of information to the council and to contribute to good information governance by keeping information safe, accurate and up to date and available to those who need it. The post holder is required to abide by the council's information governance policies.

**To undertake all responsibilities listed below:**

24. To be a champion for excellent customer service delivery and customer care and contribute to the development and delivery of an integrated service.
25. 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.
26. To lead on 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.
27. 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.
28. 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.
29. 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.
30. To take responsibility, appropriate to the post for promoting diversity including tackling racism and good race, ethnic & community relations.
31. 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

<b>Job Title:</b> Allocation Team Manager	<b>Service Area:</b> Lettings Agency	
<b>Directorate:</b> Inclusive Economy & Housing	<b>Post Number:</b>	<b>Evaluation Number:</b>
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### 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.

## 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.

CRITERIA- Essential	Desirable	METHOD OF ASSESSMENT  A = Application T = Test I = Interview
<p><b>KNOWLEDGE:</b> A comprehensive knowledge of the relevant legislation relating to the housing register and the allocation scheme such as a) Housing Act 1996 (as amended) C.52 Part VI The Housing Register, The Allocation Scheme, Supplementary; b) Homelessness Reduction Act 2017, and, c) Allocation of Accommodation: Guidance for Local Authorities, Department for Levelling Up, Housing and Communities.</p> <p>Knowledge of relevant case law.</p> <p>A comprehensive knowledge and understanding of the housing and support needs of vulnerable applicants such as those with medical conditions or those fleeing domestic abuse.</p> <p>A full understanding of the housing issues facing a high demand London local authority.</p> <p>A broad knowledge of a) Children’s Act 1984 (as amended); b) Care Act 2014 C.23 Part 1: Establishing Where a Person Lives (39-41), Safeguarding Adults at Risk of Abuse or Neglect (42-47); c) Welfare Reform Act 2012: Housing Costs and d) the Immigration Act 2014 C.22 Schedule 3: Social Housing.</p> <p>Awareness of responsibilities and accountabilities when working with senior managers and experience of engaging with stakeholders, including in a political environment.</p>		<p>A / T / I</p> <p>A / T / I</p> <p>A / I</p> <p>A / I</p> <p>A</p>

<p>Knowledge of governance arrangements, performance management, business planning, and business redesign.</p> <p>Excellent project and programme management skills.</p> <p>Monitoring new processes, evaluating policy and work standards, and overseeing the development of new ways of working.</p> <p>Representing the Council at strategic and operational partnerships.</p> <p>A broad knowledge of welfare rights law and practice and specific knowledge of welfare reforms</p>		
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<p><b>EDUCATION/QUALIFICATIONS</b>  Educated to degree level standard or equivalent or demonstrable suitable experience</p>		<p>A</p>
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<p><b>SKILLS, ABILITIES &amp; EXPERIENCE:</b></p> <p>Experience of delivering a high quality housing service in a related area for a large local authority or comparable organisation.</p> <p>Experience of monitoring performance, producing reports and analysing data in order to drive service improvements.</p> <p>Experience of leading, motivating and managing services with multi-disciplinary teams to achieve significant, sustainable improvements and positive outcomes through internal and external partnerships.</p> <p>Experience of leading a team through periods of change such as system or procedural reviews, ensuring adequate training and benefits realisation.</p> <p>Experience as a team manager within a large, complex, customer-focused organisation with a significant emphasis on performance management.</p> <p>Experience of dealing with complaints, FOIs and/or Member Enquiries, with demonstrable evidence of using these to enhance service delivery.</p> <p>Understanding of the challenges faced working in a political environment, with demonstrable evidence of managing such demands</p> <p>Significant experience of managing staff (office based and remotely) and experience of managing multistakeholder relationships.</p> <p>Customer-facing management experience in the public or private sector, including financial management in relation to service delivery contracts and payments.</p> <p>Understanding and experience of the delivery of front-line social housing allocation services and contract management.</p> <p>Evidence of successful innovation, initiative, and consistent achievement within a performance-driven environment.</p> <p>A track record of working at a corporate level and developing good working relations with a wide range of differing bodies/clients.</p> <p>Experience of using ICT in supporting frontline services to become more cost-effective and efficient.</p> <p>Experience of producing management information to deliver continual improvement in frontline services.</p>		<p>A / I</p> <p>A / I</p> <p>A / I</p> <p>A / I</p> <p>A / I</p> <p>A / T / I</p> <p>A / T / I</p> <p>A</p>
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<p>Experience in successfully delivering change programmes that positively impact service performance across a diverse customer base.</p> <p>Understanding of the challenges faced working in a political environment, with demonstrable evidence of managing such demands</p> <p>Ability to manage and evaluate risk and develop mitigation plans.</p> <p>Strong leadership skills, ability to organise and motivate teams.</p> <p>Ability to relate and work at all levels.</p> <p>Proactive in understanding future service requirements and the ability to support the successful implementation of change to service provision.</p> <p>A strong customer focus and the ability to inspire confidence with elected Members, colleagues, and the community.</p> <p>The ability to translate plans into reality and a history of achieving results at both an operational and strategic level.</p> <p>Good oral and written skills, with the ability to communicate effectively at all levels.</p> <p><u>Leads by example:</u> Leads by example and is enthusiastic, approachable and motivational.</p> <p><u>Aims High:</u> Aims high, delivering on promises and continuously strives to improve performance.</p> <p><u>Manages conflict:</u> Seeks to effectively resolve conflict at an early stage to prevent problems escalating.</p> <p><u>Solution Focused:</u> Encourages solution focused problem solving and tenacity when faced with challenges.</p>		
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<p><b>PERSONAL STYLE AND BEHAVIOUR:</b></p> <p><u>Focuses on People:</u> Excellent interpersonal skills including active listening, advocacy and a win-win approach with all stakeholders</p> <p><u>Takes Ownership:</u> Proactive in seizing opportunities and takes responsibility for ensuring the best possible outcome for clients</p> <p><u>Works Collaboratively:</u> Ability to gain, and retain, the confidence and respect of staff, service users and other contacts.</p> <p><u>Communicates Effectively:</u> Excellent communication skills both verbally and in writing, including the ability to produce detailed technical letters and reports.</p>		<p>A / I</p> <p>A / I</p> <p>A / I</p> <p>A / I</p> <p>A / T / I</p>
<p><u>Focuses on Results:</u> Ability to gather information and interpret complex issues e.g. legislation and case law quickly, to think creatively about problems and identify solutions.</p> <p><u>Coaching and development:</u> Ability to identify people's strengths and weaknesses and create a supportive environment whereby staff are able to fulfil their potential</p> <p><u>Calmness under pressure:</u> Ability to thrive in a challenging and pressurised environment, with competing service demands and tight deadlines</p> <p><u>Respects and understands individual's needs:</u> Ability to work effectively and even-handedly with people from diverse backgrounds and circumstances, ensuring there are practices in place to reflect this.</p>		<p>A / T / I</p> <p>A / I</p> <p>A / I</p> <p>A / I</p>

<p><b>OTHER SPECIAL REQUIREMENTS:</b></p> <p>Willing to deputise for the Head of Allocations and Choice Homes UK across periods of leave and absence.</p> <p>Willing to act as the operational lead on behalf of managers of the housing register and administrators teams when required (such as during periods of annual leave and absence) to ensure business continuity.</p> <p>Willing to work outside normal working hours to respond to emergencies or attend meetings as required.</p> <p>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.</p> <p>To comply with the Council's Health &amp; Safety Policies.</p>		<p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p>
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