

ROLE PROFILE

Job family	Organisational Support	Role profile number	OS11-2727	Grade K
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Job purpose: Provide specialist professional advice and solutions to enable the most appropriate solutions for a complex work area within and across service areas.

The most common grade for professional level posts across the organisation. Grade K posts are higher in 'Creativity & Innovation' and 'Decisions', with a requirement for problem solving higher than grade J posts. These posts are required to give recommendation and implementation of solutions which have a direct impact on relevant stakeholders. These posts require not only a relevant professional qualification but also practical experience of applying the skills obtained through study, in the workplace.

Factor	Relevant Job Information
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues to ensure whole team achievements are met.
Indicative qualifications	Degree in relevant profession, or equivalent experience/skills. Licence / certificate / qualification required for the role. ITQ 2 or equivalent ICT skills and abilities, demonstrating significant experience in related IT systems.
Knowledge and Skills	Relevant professional experience post qualification in a similar work environment. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation in the area of specialism. Excellent ICT skills including use of Microsoft applications and specialist systems. Proven ability to provide advice and make recommendations based on specialist knowledge of specific area. Highlight and resolve potential risks. Knowledge and experience of contributing to the development of policies, procedures and practices. Familiar with wider sector / external influences. Detailed operational knowledge of systems in terms of functionality, capability and availability. Excellent interpersonal, persuasion, influencing and negotiating skills. Excellent planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure deadlines are achieved. Proven ability to interpret and analyse statistical and numerical data, drawing conclusions from the data to make informed decisions. Proven ability to cope with conflicting and changing demands through good time management and the ability to work under pressure. Experience of co-ordinating projects with service / organisation impact. Proven ability to produce business focused, user friendly reports, policy and project documents where appropriate.
Creativity and Innovation	Apply professional knowledge and experience to interpret and recommend policy, resolve complex issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services. Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within the boundary of well-defined policies. Contribute to long term strategies. Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious to meet customer requirements. Will be required to plan over a longer period (a year or more) and contribute to long term strategies Lead initiatives to design and deliver improvements and transformation. Manage projects, or contribute to larger organisation wide programmes.
Contacts and Relationships	Provide advice and guidance on complex issues which could be contentious and challenging in nature. Ability to build relationships and engage successfully with colleagues /partners /customers / contractors and suppliers. Negotiation showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion.

	Contacts will include: Senior managers, leadership team, councillors, external bodies and partners. Liaise with and/or advise senior members of staff regarding service issues, problems and processes. Be a representative on behalf of the service area / council internally and / or externally.
Decisions – Discretion & Consequences	Using general guidelines and utilising a wide range of relevant information, make decisions which impact on the whole organisation. Advice is not normally available. Assess the options and take appropriate action, where only general guidelines exist. Decisions to ensure outcomes are achieved which serve the best needs of the customer and as a consequence can result in improved services. The consequences of the decisions will have a significant effect across the organisation. Deliver complex work programmes within or across specialist areas to meet established operational targets. Research, manage and evaluate complex information / data / feedback. Identify and interpret organisational issues, trends and problems which may have a broad impact. Identify additional requirements or shortfalls and recommend innovative, robust solutions. Monitor and report on service standards as required.
Resources	Little or no responsibility for physical or financial resources.
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities.
Work Environment	Office based, but may involve some travelling to other council buildings.
Our Identity	Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire. All of us are expected to demonstrate the seven elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working.
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.
Equalities	Wiltshire Council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Housing Strategic and Performance Lead	
Role profile family:	Organisational Support	
Role profile number and grade:	OS11-2727	Grade K
Number of posts:	1 FTE	
Service/Team:	Property & Support Service	
Reports to:	Service Manager – Property & Support Service	

Job Family overview

Organisational support job family overview:

Delivery of services to support the council and its partners in longer term, corporate compliance, contracting, planning, performance, policy and strategy.

- Focus on the business and service infrastructure of the council and its partners to ensure effective management and proper compliance.
- Advice and services rendered will generally be accepted as authoritative and recommended practice.
- Specialist area and/or management knowledge.
- Understanding area concepts and plans.
- Defining implications of external influences and trends.
- Shaping of council responses including service plans/strategies & policies.
- Definition & management of strategic planning processes.
- Monitoring and reporting of performance.

Service / function Context

The overall responsibilities of the service/function are:

The Property Service is responsible for ensuring the day-to-day operational effectiveness and success of the council's lettings and sales, its choice-based lettings service, engagement of the private rented sector in providing housing solutions, non-HRA housing management and tenancy sustainment functions, including its temporary accommodation portfolio, and the monitoring of the housing-related support contracts, ensuring that customers have suitable, secure and affordable homes.

Specific functions of the service include –

- Letting and sales of council homes under the council's adopted Allocation Policy, ensuring

high quality pre-tenancy assessments, good communication amongst the teams working to achieve timely and successful lets, giving good customer service to the prospective tenants.

- Engagement of the council's private registered provider (PRP) partners, managing relationships to identify common goals and maximise nominations of people in housing need on the council's Housing Register to make the best use of the stock.
- Engagement of the private rented sector in providing housing solutions to persons in urgent or emergency housing need for the private rented sector is a sustainable tenure and the operation of the council's landlord incentive scheme WiltsLet.
- A full tenancy management service (granting of tenancies, health and safety, repairs, tenancy enforcement/anti-social behaviour management, income management, possession proceedings including court attendance) in temporary accommodation provision across Wiltshire.
- Performance, systems and communications support to the Head of Service – Housing People, the People and Property Service and the Housing Solutions Service, maintaining monthly, quarterly and annual analysis of performance for internal and statutory purposes.
- Delivering the council's Rough Sleeper Initiative by providing trauma informed and holistic outreach to engage with those bedding down across the county, supporting rough sleepers' recovery by engagement with other services and identifying suitable accommodation pathways to meet the individual's needs.

Job Purpose

Main duties and responsibilities include:

- To use expert knowledge to support the Senior Management Team of Housing, Migration & Resettlement in ensuring the department is able to deliver Wiltshire Council's strategic plan with respect to housing, homelessness, migration and resettlement.
- To use expert knowledge to ensure the housing service has up to date legislative information, training and support to deliver its statutory functions.
- To take the lead in the development and delivery of the council's Homeless Prevention Strategy, Housing Allocation Policy, Ending Rough Sleeping Plan and Housing Renewal Strategy by undertaking research, gathering intelligence, and analysing data from a wide variety of sources to support informed decision making and service development.
- To monitor and review all related strategies to ensure delivery and to support the wider corporate objectives, using expert knowledge to ensure risk management and innovative recommendations and solutions to complex programmes of work.
- Be an advocate for the council in terms of all housing strategies to ensure strong links with internal and external partners ensuring that the Service aims are achieved.

- To oversee the robust contract monitoring of the council's Housing Related Support supported housing contracts. To engage with the support providers to ensure that they are compliant with their contracts, performing as expected and discuss any areas of improvement.
- Coordinates feedback opportunities with staff, customers and communities; ensuring that their voice is heard and taken into account when developing and delivering the strategy, associated policies and outcomes.
- To lead on the council's Allocations Policy review and adoption. Engage with internal and external partners, support with the consultation process and implementation of the newly adopted Allocations Policy, all whilst having due regard to the legislative Allocation framework set out in Part 6 The Housing Act 1996 and appropriate Central Government Code of Guidance.
- To use expert knowledge to lead on allocated project work including, writing the new IT specification based on the new Allocation Policy, working with internal and external stakeholders to tender a new IT system.
- To support the Service Managers in ensuring Services follow the correct legal framework, maintains up to date knowledge of all relevant law, regulations and guidance around homelessness and the provision of accommodation; and that the Service has the training, coaching and development to continuously improve the service to clients.
- To use expert knowledge to support the quality and continuous improvement of the service by identifying areas for improvements, through implementation of effective methods for collection, analysis and reporting of performance data. Work in partnership with senior management within the service to support implementation of improvements and ensuring performance data is monitored through agreed KPI's.
- Responsible for the completion of statutory returns.
- To lead on bids for funding opportunities available on a regional and national level relevant to the Service, including Rough Sleeping funding opportunities (e.g. RSI, NSAP, RSAP, SHAP).
- To lead on ensuring the council are fulfilling their Health & Safety and overall property management responsibilities with respect to the non-HRA property portfolio.
- To ensure that the council are delivering a positive partnership with the Registered Social Landlords across the county by way of ensuring providers are all aware of the council's Allocation Policy and are consistently implementing the policy with respect to the allocation of social housing. To support the Property Team Leader to ensure the Property team are delivering an effective Lettings and Sales service.
- To support the Property & Support Service Manager with the Homes4Wiltshire Partnership by way of representing the council in the partnership meetings and providing advice and assistance to Registered Social Landlords when required.
- To provide day-to-day operational oversight through regular operational supervision to officers, providing advice and guidance on complex issues. Feed into annual appraisals and support the Property & Support Service management team to set, monitor and review team and individual objectives and performance targets.

- Any other duties appropriate to the grade of the post.

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Educated to degree level in a relevant subject area or equivalent experience, e.g. in housing, surveying, environmental health or social care related discipline.
- Relevant practical post qualification experience of working in a housing or similar environment.
- ITQ 2 or equivalent ICT skills and abilities, demonstrating significant experience in related IT systems.
- Experience of supervising staff, providing day-to-day support and guidance.
- In depth understanding of housing/environmental/health policy and legislation and strategic role of local authorities.
- Extensive knowledge of housing law, in particular Housing Act 1996 Part 6 and Part 7 and the homelessness Reduction Act 2017 to enable statutory decisions and assessments to be made.
- Extensive knowledge and understanding of the operation of the council's allocations policy.
- Expert knowledge of social housing, private housing sector, landlord and tenant legislation.
- Excellent interpersonal, persuasion, influencing and negotiating skills.
- Excellent planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure deadlines are achieved.
- Experience of co-ordinating projects with service / organisation impact.
- Proven ability to produce business focused, user friendly reports, policy and project documents where appropriate.

Desirable

- Full or part membership of either the Chartered Institute of Housing, the Royal Institute of Chartered Surveyors, or Chartered Institute of Environmental Health.

Career graded posts

This post does not form part of a career grade.

Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input type="checkbox"/>
Regular Driver Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.	<input checked="" type="checkbox"/>
Required Driver Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	<input type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	

Driving trigger points			
The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
Job applicants who drive must have 9 or less points on their driving licence and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.			
If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.			

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In	<input type="checkbox"/>

addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input checked="" type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input checked="" type="checkbox"/>