**Manchester City Council**

**Role Profile**

**Housing Solutions Officer, Grade 6**

**Housing Solutions Service, Neighbourhoods Directorate**

**Reports to: Team Leader**

**Job Family: Homelessness**

**Key Role Descriptors:**

The role holder will provide high quality, customer focused, flexible and timely support thereby contributing to the achievement of objectives of a high quality service.

The role holder will be involved in enforcing standards and/or regulating community activity.

The role holder will have an understanding of the impact of statutory regulations, legislation and national guidelines on core regulatory activities.

The role holder will be responsible for advising the public and external stakeholders on compliance and regulatory processes.

**Key Role Accountabilities:**

Support with the delivery of Manchester City Council’s statutory enforcement obligations and where necessary liaise with other Council departments or relevant bodies.

Deal effectively with requests within designated timescales and maintaining accurate records of all relevant investigations, inspections and meetings.

Provide technical and legislative advice in interpretation and enforcement of relevant legislation to officers across the Organisation. Assist in the review and translation of statutory regulations, legislation and national guidelines.

Work closely with key stakeholders to develop and maintain effective partnerships, linkages and greater coordinated working ensuring effective community and member engagement and clear channels of communication

Ensure that complex information is interpreted to a high standard and potential solutions are communicated to relevant parties

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

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Early, effective intervention and engagement offers the best chance of preventing people from losing their accommodation and becoming homeless.

The Housing Solutions Service delivers the Council’s statutory duties in regard to Part VII of the Housing Act (as amended by the Homeless Reduction Act (2017).  The Housing Solutions Service undertakes homeless assessments, decisions and provides advice and assistance within a legislative framework.

Housing Solutions is a very busy customer focussed service making legal decisions involving people with a range of needs. The role holder needs a resilient and empathic approach with strong negotiation and conciliation skills to support applicants to find a realistic solution to their housing problem. The role holder needs to possess strong investigation skills and be a confident decision maker.

The role holder will provide a responsive service that ranges from the provision of advice and guidance to prevent or relieve their homeless situation, to discussion options around emergency accommodation for people at immediate risk. The work is challenging and the role holder will take a strengths-based approach when assessing individual needs and whilst working with applicants to make decisions within the parameters of the Housing Act and associated advice.

The role holder will work alongside applicants to develop a Personal Housing Plan which is realistic and outcome focussed. The role holder will need to develop and draw upon their knowledge of other services and partners working in this sector in order to offer the most appropriate support to people. The role holder will also need to understand the challenges of the housing market in Manchester and promote a variety of housing options including the private-rented sector as a positive solution.

Although primarily based in the Town Hall Extension Customer Service Centre the role holder can be required to deliver the service offer in a variety of community locations or from within partner organisations as required. The role holder will also undertake home visits to people who are in housing need or at risk of homelessness to provide housing options and advice.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* Communication Skills: Ability to communicate clearly and effectively taking account of individual need including consideration of accessibility issues. Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.
* Problem Solving and Decision Making Skills: Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken.
* Analytical Skills: Ability to absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources.
* Planning and Organising Skills: Demonstrate the ability to organise multiple task in the most effective way, and allocate time and energy according to task complexity and priority.
* ICT Skills: Ability to use multiple applications, systems and associated software packages.
* Administrative Skills: Ability to develop and maintain effective systems in a rapidly changing environment**.**

**Technical Requirements (Role Specific)**

**Must consent to and apply for an enhanced DBS disclosure check.**