**Manchester City Council**

**Role Profile**

**Deputy Team Manager (Temporary Accommodation), Grade 8**

**Homelessness Service, Directorate for Neighbourhoods**

**Reports to: Team Manager (Temporary Accommodation Homelessness)**

**Job Family: People Care and Support Indirect**

**Key Role Descriptors:**

The role holder will ensure the provision of appropriate and co-ordinated services to ensure positive outcomes for Manchester residents.

The role holder will work collaboratively with other agencies and stakeholders to establish common goals to achieve joint objectives to plan and deliver services to meet the needs of individuals.

The role holder will lead on the evaluation and development of their service and will have an active involvement in the research and evaluation functions of the team to ensure the best possible outcomes for individuals and their families.

The role holder will support the leadership of the team and service through the provision of advice and supervision to colleagues, contributing to the ongoing development of staff, students and trainees.

**Key Role Accountabilities:**

Drive the continuing development and effective delivery of the team/function, creating service plans and team priorities and agreeing and monitoring performance objectives to ensure the delivery of social care to vulnerable individuals and their families.

Monitor and review decisions made following social care assessments, ensuring the development of staff and services to improve outcomes for Manchester residents.

Actively lead in the planning, development, implementation and evaluation of changes in working practice and service delivery to ensure the delivery and continuous improvement of high quality services.

Ensure that services are appropriately and sufficiently funded by developing and setting of budget plans and monitoring expenditure against these plans to ensure the efficient use and deployment of physical resources across teams.  This may include identifying sources of funding, preparing funding bids and provide regular updates and information to funding providers.

Ensure the maintenance of accurate and appropriate records enabling the service to develop and report achievements against local and national performance targets.

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 role holder 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: Temporary Accommodation – Deputy Team Manager**

The role holder must have a working knowledge and significant understanding of homelessness, and the impacts of this for the city. The role holder will be committed to the prevention of homelessness, reducing the time spent as homeless for all clients/households and delivering improved outcomes for all homeless applicants.

Many of those receiving a service from the role holder’s team will have vulnerabilities or be experiencing hardship. They may have multiple complex support needs which can range from poor mental health and wellbeing, substance misuse, poverty, unemployment and domestic abuse in addition to their being homeless. The role holder will lead a team of staff to deliver an empathetic, practical and outcome focused service which provides a holistic, strength-based service to all households.

The role holder will lead the vision for their service area with a focus on ensuring the allocation of temporary accommodation is timely, appropriate and meets the needs of the homeless applicant and delivers the statutory responsibility of the local authority.

The role holder will be solution focussed, analytical and innovative in their approach to improving temporary accommodation allocation systems and processes to ensure efficient service delivery.

The role holder will be a competent data manager with a strong grasp of effective performance management for their service area, able to monitor, evaluate, review and present data as required to senior management and peers, and use data to take informed action to constantly improve services.

The role holder will be collaborative in approach. They will work with partners and peers to develop processes that end the use of B&B type hotel accommodation by default and only in exception. The ultimate aim is to reduce the time spent as homeless, aim of the service to and reduce the use and reliance on temporary accommodation.

The role holder will possess good partnership working ability, strong negotiation and relationship management skills. They will lead the process for allocation of all forms of temporary accommodation working closely with managers and peers in the Private rented Sector team and housing management teams regarding the move on of clients into appropriate accommodation. They will ensure a collaborative and co-productive approach is taken to decision making. This may include the input and opinion of people with lived experience of homelessness.

The role holder will ensure their team have completed tasks to agreed standards, employing alternative solutions to encourage flexibility in others. They will develop positive working relationships with Accommodation and Housing Solutions teams in the wider service to support service priorities.

The role holder will advocate for the service and participate and represent the service within stakeholder groups and in other forums as and when required.

The role holder will be personally resilient, take a solution focussed approach to problem solving, with a personable ability to lead their team.

The role holder will possess excellent communication skills, write reports and respond to complaints or enquiries from councillors, MPs, customers, advocates and Local Government Ombudsmen.

**Team Manager Level 1** **– Key Competencies 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 advise others and deal with sensitive issues in difficult situations inside and outside own area, negotiating riskier demands.
* **Analytical skills:** Ability to identify patterns and trends that may impact on decisions and propose realistic conclusions identifying the risks and any assumptions made.
* **Planning and Organising:** Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
* **Problem solving and decision making:** Strong decision making skills with the ability to resolve complex issues in a pressurised environment.
* **Creative skills:** Ability to find creative solutions where there are no existing parameters or procedural framework.
* **Strategic Thinking:** Contributes to the development, implementation and evaluation of strategy to shape future plans.
* **Financial management:** Resource and financial management skills to develop effective planning, financial management and reporting frameworks. Manage allocated resources effectively, delivering business performance and value for money.
* **People Management:** Is able to inspire individuals to give their best to achieve a desired result and maintains effective relationships with individuals and the team as a whole, to ensure that the team is equipped to achieve objectives set according to the overall business need.

**Technical requirements (Role Specific)**

* An excellent working knowledge, significant understanding and ability to interpret homelessness, allocations and associated legislation, including an understanding of the prevention of homelessness agenda.
* Must consent to and apply for an enhanced DBS (Disclosure and Barring Service) check.
* Willingness to be trained for qualification in Housing Health & Safety Rating System
* Must have a full driving license and access to a vehicle for work