**Manchester City Council**

**Role Profile**

**Review Officer, Grade 7**

**Homelessness Service, Children and Families Directorate**

**Reports to: Team Manager**

**Job Family: Compliance and Regulation**

**Key Role Descriptors**

The role holder will contribute to the delivery of a high quality service through the provision of detailed technical regulatory knowledge including interpretation, translation and implementation of all relevant legislation.

The role holder will develop and administer thorough investigative procedures and regulatory protocols ensuring that the health, safety and well-being of people is prioritised and safeguarded.

The role holder will be responsible for the evaluation and quality control of the function and will drive continuous improvement in service delivery.

**Key Accountabilities**

Provide sound advice and guidance to stakeholders with regards to implementing standards using a wide range of compliance and regulation knowledge.

Ensure that Manchester City Council’s statutory obligations are delivered and where necessary liaise with other Council departments or relevant bodies.

Ensure that all requests are dealt within designated timescales and quality standards and that activity is proportionate, effective, has impact, long lasting and delivered to a high standard.

Ensure the provision of high level and often complex support to internal and external customers and stakeholders, upholding excellent standards of customer service.

Maintain competence in subject matter specialism, undertaking research and information gathering to ensure Council adopts and maintains best practice in areas of specialism.

Take full responsibility for the quality of data ensuring the recording of information is timely, accurate and complete.

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 duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

The Housing Solutions Service delivers the Council’s statutory duties in regard to the legislation as set out in the 1996 Housing Act as amended by the Homelessness Reduction Act 2017 in relation to reviews of decision made by Housing Options Officer.

The service works with people with a wide variety of needs to help them remain in their existing home, wherever possible, or help them in finding a new home when this becomes necessary. The service assists people at risk of homelessness, as well as those who are already homeless. Prevention of homelessness is at the forefront of the work that is carried out. Housing Solutions is a very busy customer focussed service supporting people who can face many challenges.

The role holder is responsible for carrying out reviews of legal decisions made under the Housing Act 1996 Part VII and VII as amended by the Homelessness Reduction Act 2017, where the customer disagrees with the decision that has been made by Housing Solutions Officers.

Under Section 202 of the Housing Act 1996, as amended, an applicant has the right to ask the council to review certain types of decisions. The role holder has to conclude reviews within a set timescale and this can range from 21 to 84 days depending on the circumstances.

The role holder must possess excellent investigation, negotiation and analytical skills. The role holder must be confident in making legal decisions and providing instructions to the Council’s legal team.

**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:** Speaks fluently, expresses opinions, information and key points of an argument clearly, makes presentations and undertakes public speaking with skill and confidence. Writes convincingly and clearly, succinctly and correctly, avoids the unnecessary use of jargon or complicated language; writes in a well-structured and logical way and structures information to meet the needs and understanding of the intended audience.
* **Analytical Skills:** Ability to absorb, understand and quickly assimilate complex information and concepts and compare information from a number of different sources.
* **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.
* **Strategic Thinking:** Skills to identify good practice and areas for improvement in strategy and communicate these to colleagues and key stakeholders.
* **Problem Solving and Decision Making:** Strong decision making skills with the ability to resolve complex issues in a pressurised environment.
* **Research and Intelligence:** Ability to evaluate and disseminate research information carried out in pursuit of a predetermined set of research goals.

**Technical Requirements (Role Specific)**

Knowledge and understanding of the causes, impacts, prevention and relief of homelessness.

Knowledge of or willing to develop knowledge of understanding Homelessness legislation, including the Housing Acts and the Homeless Reduction Act and any other relevant legislation.

Must consent to and apply for an enhanced DBS check.