

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Housing Allocations Team Leader	<b>JE NUMBER:</b> A13593
<b>DIRECTORATE:</b>	Housing	<b>BAND:</b> 8
<b>RESPONSIBLE TO:</b>	Head of Housing Management	
<b>RESPONSIBLE FOR:</b>	Housing Officer – Allocations (4 x FTE)	
<b>MAIN PURPOSE OF POST:</b>	<p>To be responsible for managing and leading an operational team to deliver an efficient, high-quality, customer focussed allocations and lettings service.</p> <p>To enable their team to:</p> <ul style="list-style-type: none"> <li>• provide an effective high quality housing allocations service that ensures the best use of the Council's housing stock</li> <li>• give the best possible service to individuals and families seeking rehousing, specifically engaged to meet the needs of customers with additional support needs</li> <li>• deliver an effective and efficient customer focused service, to ensure lettings to sustainable tenancies in sustainable neighbourhoods</li> <li>• help to ensure void council properties are relet as quickly and efficiently as possible</li> </ul> <p>To ensure delivery of a customer focussed service that provides a range of practical advice and support to ensure positive sustainable outcomes for individuals and their households.</p>	

### DUTIES AND RESPONSIBILITIES:

Duties and responsibilities must be undertaken to comply with Council policies/procedures.

1.	<p><b>Housing allocations:</b></p> <ul style="list-style-type: none"> <li>• Oversee the day-to-day operations of the allocations and lettings service</li> <li>• Address tenant queries and concerns promptly and effectively</li> <li>• Work with the Housing Management team to ensure new tenancies are successful and sustainable</li> <li>• Ensure the initial delivery of Personal Housing Plans for applicants with specific needs and vulnerabilities</li> <li>• Ensure tenancy changes (mutual exchanges, successions, assignments etc) are made in accordance with legislation, policies and procedures</li> <li>• Develop policies and procedures to ensure continuous improvement in the management of allocations</li> </ul>
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2.	<b>Team Management:</b> <ul style="list-style-type: none"> <li>Recruit, train, and supervise allocations staff</li> <li>Lead, mentor, and motivate the team</li> <li>Conduct regular performance reviews and provide feedback</li> <li>Identify training needs and facilitate professional development</li> <li>Manage absence, conduct and capability in accordance with Council policies and procedures</li> <li>As a member of the Housing Management Team, the Housing Allocations Team Leader will provide leadership to Officers across the service on complex issues involving different specialisms</li> </ul>
3.	<b>Stakeholder Engagement:</b> <ul style="list-style-type: none"> <li>Collaborate with internal and external stakeholders to ensure new tenancies are sustainable and that void council homes are relet as efficiently and quickly as possible</li> <li>Represent the team in meetings and discussions</li> <li>Foster positive relationships with partners and clients</li> <li>Work as part of multi-agency teams to ensure the health and wellbeing of our tenants</li> <li>Work with other stakeholders to solve problems and develop new approaches, policies and procedures</li> </ul>
4.	<b>Administration:</b> <ul style="list-style-type: none"> <li>Maintain accurate records and documentation</li> <li>Prepare reports and updates for the Head of Housing Management</li> <li>Liaise with the Head of Housing Management on budgets and keep them apprised of budgetary implications</li> <li>Ensure timely and high-quality responses to customer complaints, and embed a learning from customer feedback culture in the service</li> </ul>
6.	To contribute to the ongoing development and delivery of improvements to the council's void processes to make the best use of the council's housing stock.
7.	To promote tenant involvement opportunities to customers.
8.	To promote equality and diversity in both employment and service delivery.

**GENERAL – To be aware of and implement the following:**

**Equalities** – The council's Equality and Diversity Policy which sets out the council's commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

**Code of Conduct** – All employees of Chesterfield Borough Council must comply with the Employees' Code of Conduct.

**Health & safety** – To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council's Health and Safety policy.

**Staff Development** - The Council's Performance & Development Review is an integral part of Chesterfield Borough Council's performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

**Data Protection** – All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

**Safeguarding Children and Vulnerable Adults** - The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

**Climate Change** - The council's commitment to becoming a carbon neutral organisation by 2030 and to support the wider Borough to become carbon neutral by 2050 in line with the Council's Climate Change Strategy.

#### **SPECIAL FEATURES OF POST:**

Political Restriction	YES		NO	<b>X</b>
Vetting Checks e.g Disclosure and Barring Service (DBS)	YES		NO	<b>X</b>
Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES	<b>X</b>	NO	
You may be required to carry out those duties at your present workplace or at another council venue.	YES	<b>X</b>	NO	

It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work that the council changes the job holder's obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

## PERSON SPECIFICATION

<b>JOB TITLE:</b>	Housing Allocations Team Leader	<b>JE NUMBER:</b>	A13593
<b>DIRECTORATE:</b>	Housing	<b>DATE:</b>	May 2025

<b>KNOWLEDGE / SKILLS / ABILITIES</b>		<b>Assessment Method</b>
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<b>Essential</b>		
•	Comprehensive understanding of legislation and regulations governing the allocation of social housing, and tenancy changes including mutual exchange, succession and assignment of tenancies	Application Form / Interview
•	Proven ability to lead, motivate, and develop a team, setting objectives, monitoring performance, and providing constructive feedback	Application Form / Interview
•	Analytical skills for assessing tenant data, identifying trends in complaints or service needs, and making improvements	Application Form / Interview
•	Ability to use IT systems to retrieve, manipulate, and record information accurately and concisely	Application Form / Interview
•	Ability to treat customers with dignity and respect at all times	Application Form / Interview
•	Ability to write concise reports, deliver presentations and chair meetings	Application Form / Interview
•	Develop and maintain effective relationships with key stakeholders including members, external and internal partners, third sector organisations and residents	Application Form / Interview
•	Knowledge of a social landlord's statutory responsibilities	Application Form / Interview
•	Ability to work independently and on own initiative with minimal supervision	Application Form / Interview
•	Knowledge of confidentiality, sensitivity and security of client data in accordance with Data Protection legislation	Application Form / Interview

<b>Desirable</b>		
•	Familiarity with Housing Management systems e.g. NEC and experience of managing data related to tenant records, repairs, and rent payments.	Application Form / Interview
•	Knowledge of services available to older people, the disabled and other vulnerable groups	Application Form / Interview
<b>EXPERIENCE</b>		
<b>Essential</b>		
•	Experience of providing leadership to a team to achieve results and high performance	Application Form / Interview
•	Experience of contributing to projects and initiatives	Application Form / Interview
•	Experience of managing resources within defined budgets	Application Form / Interview
•	Experience of working with residents and members to achieve defined outcomes	Application Form / Interview
•	Developing service objectives and operational delivery plans	Application Form / Interview
•	Recognising and challenging inappropriate behaviour	Application Form / Interview
•	Commitment to promoting equality and diversity to colleagues and customers	Application Form / Interview
•	To have experience in and demonstrate an understanding of the needs of vulnerable and disabled customers and to deal with clients in a sympathetic but professional manner remaining calm at all times	Application Form / Interview
•	Demonstrable experience of maintaining IT systems and use of email, word processing and spreadsheets.	Application Form / Interview

<b>Desirable</b>		
•	Recent experience of managing teams in a housing related context including motivation and staff development	Application Form / Interview
•	Working with and consulting trade unions	
•	Working within a political environment	Application Form / Interview
<b>QUALIFICATIONS</b>		
<b>Essential</b>		
•	Educated to NVQ Level 4 in a relevant discipline and or equivalent experience or equivalent standard.	Application Form / Certificate
•	Hold a clean, valid UK driving licence	Application form / Certificate
<b>Desirable</b>		
•	Recognised Housing related qualification or equivalent relevant experience	Certificate
•	ILM 3 in management or equivalent relevant management qualification or experience	Certificate
<b>OTHER REQUIREMENTS</b>		
<b>Essential</b>		
•	To display the council's values and behaviours when carrying out the job role	Application Form / Interview
•	To perform the job role in accordance with the specified level of the council's Competency Framework	Application Form / Interview
•	Commitment to self-development, service improvement and organisational effectiveness	Application Form / Interview
<b>COMPETENCY REQUIREMENT:</b>		
<b>Seeing the Big Picture</b>	Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with	Interview

<b>Level: 2</b>	<p>and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value.</p> <p>For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.</p>	
<b>Changing and Improving</b>	<p>People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways.</p> <p>For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of alternative delivery models including digital and partnership approaches wherever possible.</p>	Interview
<b>Level: 2</b>		
<b>Making Effective Decisions</b>	<p>Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. For all staff it's being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care.</p> <p>For leaders it's about reaching evidence based strategies, evaluating options, impacts, risks and solutions and creating a security culture around the handling information. They will aim to maximise return while minimising risk and balancing a range of considerations to provide sustainable outcomes.</p>	Interview
<b>Level: 2</b>		
<b>Leading &amp; Communicating</b>	<p>At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm.</p> <p>It's about championing difference and external experience and supporting principles of fairness of opportunity for all. For leaders, it is about being visible, establishing a strong direction and persuasive future vision; managing and engaging with people in a straightforward, truthful, and candid way.</p>	Interview
<b>Level: 2</b>		
<b>Collaborating</b>	<p>People skilled in this area are team players. At all levels,</p>	Interview

<b>and Partnering</b>	it requires working collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions. For senior leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable	
<b>Level: 2</b>		
<b>Developing self and others</b>	Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving. For leaders, it's about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It's also about creating a learning and knowledge culture across the organisation to inform future plans and transformational change	Interview
<b>Level: 2</b>		
<b>Delivering Value for Money</b>	Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money. For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available	Interview
<b>Level: 2</b>		
<b>Managing a Quality Service</b>	Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service, applying programme, project and risk management approaches to support service delivery. For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost effective delivery models for public services	Interview
<b>Level: 2</b>		



<b>Delivering at Pace</b>	<p>Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way. For leaders, it is about building a performance culture where staff are given space, authority and support to deliver outcomes. It's also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly and promptly</p>	Interview
<b>Level: 2</b>		