

Job Profile

Title **Housing Team Leader (Homelessness)**

Grade H

Date: April 2025



About the Job

- To supervise the day to day operational service delivery of the Housing Team.
- To maintain a high level of technical and professional competence in relation to the functions of the Housing team and provide direction, advice, guidance and support to team members in the delivery of services
- To support the Housing Operational Lead and to deputise from time to time
- To manage a personal workload appropriate to the skills and abilities of the post holder as determined by their line manager

This is what we need you to do..

1. Manage, motivate and support the Housing Team and coordinate the delivery of their work, providing guidance and direction ensuring that productivity and customer satisfaction remains of a high standard and the service remains resilient and able to meet demand.
2. Ensure own and team continuous professional development to keep abreast of any changing legislation or guidance.
To be able to undertake an assessment or review associated with legislation, taking account of any legal advice and be able to participate in any pre-court action or court hearings.
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4. Make sound, individual and reasoned argument where a request is received for the Council to exercise discretionary powers.
5. The ability to communicate effectively, presenting factual information, through correspondence, verbally or in reports, and presentations; explaining statistics, matters of fact and procedures and to assert requirements.
6. Develop and implement service plans that contribute to the council's corporate plan priorities in accordance with the requirements of the Housing Operational Lead and deputise in their absence.
7. Maintain and develop constructive relationships; generate effective engagement and clear communication creating a collaborative working environment that drives performance and continuous service development.
8. Support the service manager in pursuing options for income generation and business growth, ensuring that quality, customer focused and value for money decisions are made.
9. Work collaboratively with managers and officers to identify and address any gaps in skills, knowledge and expertise within the team and inform service and workforce development plan.
10. Take on any other additional duties as reasonably required within Gloucester City Council.

Special conditions

- The post is subject to a criminal record check from the Criminal Records Bureau

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome-based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Experience of working at a professional level, demonstrating competency of Housing & Homelessness Act
- Experience of successfully leading on projects which have reflected in positive change.
- Experience of managing a team.
- Experience of managing budgets.
- Experience of coping well under pressure and dealing with difficult situations.

Knowledge, Skills and Understanding

- Ability to oversee the work of others, providing advice, guidance and support.
- Developed and effective organisational and implementation skills.
- Ability to present complex information and reports in a concise and clear manner either orally or in writing.
- Ability to identify and respond to political context advising senior officers where required.
- Negotiation and engagement skills and ability to develop positive relationships with Members and stakeholders.
- Ability to work the changing technology and embrace change and digital transformation

Behavioural Attributes

Aligns with our Values and Behaviours ([Available here](#))

Expected to perform at level **2** of Gloucester City Council's Behaviours Framework

Education & Qualifications

Essential

- Graduate level qualification or equivalent in experience