

JOB DESCRIPTION

DEPARTMENT: DIRECTORATE OF NEIGHBOURHOOD SERVICES

POSTHOLDER:

GRADE: PO4

SECTION ALLOCATIONS AND TEMPORARY ACCOMMODATION SERVICE

JOB TITLE: PRINCIPAL ALLOCATIONS MANAGER

POST NO:

REPORT TO: ALLOCATIONS AND TEMPORARY ACCOMMODATION
MANAGER

JOB PURPOSE:

1. To be responsible for the overall management of staff in the Allocations teams directly supervising the Senior Allocations Officers.
2. To take the lead in developing and implementing new models of service or practice, including all elements of Choice Based Lettings.
3. The project management of decant strategies.
- 4 Managing the financial progression and reconciliation of the project.

MAIN DUTIES:

1. To be responsible for the management of all staff within the Allocation teams, ensuring that all the requirements relating to their supervision, recruitment, training, development and discipline are met.
2. To determine and set priorities for the work of the Allocations teams ensuring that performance and customer care standards are achieved.
3. To assist the Access and Allocation manager in the development and implementation of new policies or frameworks for responding to housing needs, including lettings plans.
4. To develop and implement new procedures or practices for the Allocations service taking account of legislation, policy or trends in housing needs and supply.

5. To have a thorough knowledge and understanding of the legislation and policy relating to the allocation of social housing, ensuring that staff within the Allocations teams are advised of any changes including developments in case law.
6. To provide training and briefings for staff within the Allocations teams and other internal and external services and agencies on legislation, policy and practices relating to the postholder's area of work.
7. To be responsible for all aspects of the advertising of properties, utilising all appropriate channels including the media and Internet, ensuring that deadlines and targets are met.
8. To draft publicity materials for a range of audiences including staff groups, elected members, the public and external agencies.
9. To take the lead in developing practice and procedures related to the implementation of regional and sub regional choice based lettings schemes.
10. To take the lead in responding to appeals including managing the Case Review Panel.
11. To take the lead in promoting and developing new initiatives including national and regional mobility schemes and key worker housing schemes.
12. To develop and establish protocols and partnership agreements with internal and external agencies including RSL's and support providers, for the allocation of social housing.
13. To attend and represent the Access and Allocations Service at partnership meetings including the South East London Housing Partnership
14. To advise and provide guidance to staff on more complex cases, including interviewing applicant and taking action to resolve any difficulties that have arisen.
15. To respond to complex and sensitive enquiries and complaints from the public, internal and external agencies, elected members and MPs, ensuring that performance targets and quality standards are achieved.
16. To prepare reports and briefings including performance data, as requested by the Access and Allocations manager, including assisting in the preparation of the Service Plan.
17. To act as the lead officer within the Access and Allocations Service in the development and implementation of IT and telephony initiatives, relating to the modernisation of Council services.

18. To monitor the decant process, take corrective action as necessary and be responsible for ensuring the successful implementation of the decant programme.
19. To ensure the effective delivery of support services to residents in the regeneration sites on matters relating to their relocation.
20. To participate in the staff recruitment and selection process
21. To deputise for the Access and Allocations Manager, including providing cover for other teams within the service.
22. To carry out all duties with due regard to Health and Safety regulations and in line with the Council's Equal Opportunities and Customer Care Policies and the New Technology Agreement.