**Job Title: Housing Strategy & Commissioning Project Support Officer**

**Evaluated Grade: SO2**

**Job Description**

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| **Job Purpose** |
| The post holder will work closely with the Programme manager and Specialist Housing Commissioner to support a programme of work associated with the delivery of the Council’s Housing Strategy, Specialist & Supported Accommodation Strategy, service delivery action plans and housing initiatives across the Local Authority. The post holder will assist with the co-ordination and delivery of a number of key strategic and commissioning projects associated with the management, coordination and delivery of accommodation solutions across a range of groups requiring care and support and/or accommodation. The role will include planning, implementation and evaluation as part of the commissioning cycle, for a range of accommodation and associated support services and programmes, in line with local needs and priorities. The role involves a significant amount of partnership working to ensure the delivery of projects that will require contribution from a number of stakeholders.This will involve working collaboratively with Adult Social Care (ASC), Children and Young People (CYP) and Homelessness operational teams to help meet the housing needs of individuals in a variety of housing solutions, including supported living, supported accommodation and/or through general needs housing solutions.The role will also require collaboration across a range of partner organisations, including the NHS, , public and private sector housing providers and the community and voluntary sector. The post holder will be expected to contribute ideas for service improvement, maximising internal and external funding and saving plans.  |
| **Major Tasks**  |
| * Assist in research to inform project design and the delivery of projects within the Service Area
* Support the development and implementation of project management and action plans, ensuring the availability of resources and finances required for effective project delivery
* Assure project quality through the operation and maintenance of effective project monitoring systems to record and report on spend, outputs and outcomes in a range of formats
* Support in the management of all risks relating to project delivery including the monitoring of risk management plans and carrying out of risk assessments
* Lead on the administration of all groups established for the over-seeing of project delivery, setting up meetings, creating agendas and taking accurate minutes or notes
* Be responsible for the setting up and delivery of a range of public and business events, being responsible for all event management including risk assessments and risk management to ensure that all health and safety requirements are met
* Be responsible for setting up a clear audit trail for all project documentation ensuring that documentation is managed and stored and accessible to identified project team members and is retained in line with Council and other funders regulations
* Support with setting up and administration of all internal/external progress meetings
* Undertake research and prepare content to support the creation of complex written reports (including Cabinet Reports), presentations and financial monitoring documents as required
* Contribute to the creation of project engagement, communication and marketing campaigns and strategies
* Work closely with the Council’s housing, property and social care operational teams to gather comprehensive and reliable business intelligence about supply need and demand; to ensure existing accommodation is maximized; that internal services are aware of and can influence new developments and to ensure the strategic planning and delivery of appropriate, quality provision by the Strategic Housing & Commissioning Team.
* Support the Housing Strategy & Commissioning Team by designing, compiling, maintaining and analysing systems and databases of information to support the use of accommodation, delivery of future accommodation and to help highlight effectiveness, issues and potential gaps.
* Support the Housing Strategy and Commissioning Team with various administrative tasks relating to the management of emergency accommodation, renewal and renegotiation of leases and general property management.
* Support the contract management process by monitoring any contracts between the Local Authority and any commissioned provider as required. Representing the organisation as and when appropriate including attendance at external meetings if required.
* Maintain an up to date knowledge of national research activity and key findings to inform local service developments in all areas
* Have involvement in focused Market engagement with an emphasis upon building relationships with the market to aide sufficiency and to ensure that new developments proposed in the Borough are informed by local need and demand
* Engage with professional stakeholders, the public and service users and ensuring this informs the scoping, planning, implementation and monitoring processes
* Prepare robust and well-evidenced business cases, business plans and reports to support suggestions around accommodation and care/support provision
* Work with Officers leading the Housing Investment Programme and Property Services to relay information on unmet housing need and commission/explore opportunities for Council delivery
* Secure funding for projects and strategies maximizing internal and external bid opportunities
* Maintain good working relations with Homes England to maximise opportunities for receiving Government grants and to direct staff on HE compliant procedures and audit requirement.
* Assess the commissioning risk and develop mitigating actions to minimise those risks
* Carry out Post Project Evaluations on new schemes and provide evaluation report to Managers
* Ensure effective evidence-based review and evaluation processes are in place and undertaken to assess impact of programmes, projects, initiatives, services and new opportunities, based on national best practice guidance
* Support the Project Manager in the procurement of consultants to deliver project activity, preparing tender documentation and participating in the evaluation of tenders and consultant interviews
* Support the Project Manager in the monitoring and management of consultants engaged in project activity, ensuring that consultants comply with all monitoring and claim submission requirements and meet output targets
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| **Contacts & Relationships** |
| * Giving advice to, receiving advice from and working in partnership proactively and closely in a coordinating role with Colleagues in the Strategic Housing and Commissioning Team, ASC, CYP, Housing Solutions, Housing Investment Programme, Estates & Investments, Building Innovation Telford (BiT team) regional groups, Clinical Commissioning Groups, local and regional Mental Health Teams, Public Health, other Local Authorities and Health Improvement Team, professionals from adult and children’s services
	+ Other internal Council teams, such as colleagues from: Organisational Planning and Delivery, Strengthening Families, Children’s Safeguarding, Finance, Legal and Education teams.
	+ Other organisations and partners including:
* External Provider market both accommodation based and non-accommodation
* Homes England
* Developers
* Our communities, the public and service users
* Voluntary, community and social enterprise sector partners
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| **Creativity** |
| * Apply innovative thinking to develop new ideas and provide innovative solutions
* Analyse and interpret complex information and put forward recommendations for action
* Prepare a broad range of complex documents, including databases, project plans and reports for Senior Managers
* Interpret national policies and best practice translating into local action
* Maintain own professional development keeping abreast of Housing, ASC and CYP developments, current legislation, government policies and procedures and associated performance targets.
* Contribute to the development of required update training, service policies and procedures & marketing information to reflect these changes.
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| **Decisions** |
| * Contribute ideas and make recommendations in relation to proposed initiatives in line with specialist knowledge
* Use own initiative to proactively develop and implement projects, working to agreed timescales and ensuring projects are managed within the agreed budget
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| **Management & Supervision** |
| * The post holder will on occasions supervise tasks carried out by council colleagues relating to projects being undertaken.
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| **Supervision Received** |
| * Work overseen by the Programme Manager and Housing Commissioning Specialist who will set objectives and provide guidance on complex matters where required
* Day-to-day supervision is minimal and the post-holder is expected to work under own initiative, taking appropriate decisions as necessary within the scope of the role
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| **Complexity** |
| Specific expertise will include:* Analysis of complex intelligence, from a wide variety of national and local sources including – performance and outcome data and insight from professionals, communities, the public and service users
* Managing a range of accommodation data including for very vulnerable and specialist need and working with a range of providers to maximise opportunities for referral, minimising voids and influencing the market to meet local unmet and future housing need
* Giving a range of internal services advice and experience to influence, negotiate and support change across local organisations to improve outcomes for people who access Housing, ASC and CYP services.
* Developing creative and innovative actions and plans across a variety of programmes, covering diverse areas
* Working with Housing, ASC and CYP commissioners to develop care models within a variety of housing schemes
* Being perceptive to organisational agendas and challenges
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| **Resources** |
| * Responsibility for processing 'Personal Sensitive Information' as described in the Data Protection Act principle 1 schedule 2 & 3, or 'Commercially Sensitive Information'
* Responsibility for processing and collating the Council's financial resources and may have responsibility for limited budgets for project work.
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| **Impact** |
| * The role ensures that the council’s statutory duties to provide care and support through robust commissioning are compliant with all specific social care legislation, UK and EU procurement regulations.
* The roles supports other officers in the council to be able to deliver their services and to deliver against continuous improvement and service improvement plans and delivery positive accommodation outcomes.
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| **Physical Demands** |
| * A high proportion of the work requirement will involve computer activities such as managing emails, reading reports, writing reports, inputting on to the electronic case recording system
* Carrying appropriate equipment necessary to be a mobile worker.
* The post holder will be required to work over a number of locations across the borough in line with the councils mobile working policy
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| **Working Environment** |
| * Online and normal Office/Business environment with visits to view accommodation and to supplier premises.
* Attendance, virtual and in person, as appropriate, at meetings with other councils and providers
* Home and mobile working is encouraged
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| **Emotional Context** |
| * The Post holder does have occasional contact with upsetting and or distressing matters when reviewing data to shape the commissioning of services, advising or supporting colleagues this will be reading detailed reviews of individual Safeguarding case records on Social Care systems where manual checking is required support an investigation or contract management issue.
* The post holder will occasionally be required to talk with distressed family members or representatives of those receiving care where there has been a problem.
* The post holder will be exposed to supplier frustration and challenging behaviour when a supplier loses a tender
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| **Other** |
| * The post holder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade.
* The post holder will be expected to actively follow Telford & Wrekin Council policies, including those such as Equal Opportunities, Human Resources, Information Security and Code of Conduct etc.
* The post holder will be expected to maintain an awareness and observation of Fire and Health & Safety Regulations.
* This post has been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a public body the Council is obliged to ensure member of staff in such roles are able to have a command of spoken English which is sufficient to enable the effective performance of their role.
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**Person Specification**

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| **Criteria** | **Standard** |
| **Qualifications** | * Degree level education
* Project management qualification or equivalent
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| **Experience** | * Experience of applying project management principles and able to demonstrate success in delivering projects on time and within budget
* A thorough knowledge of how project delivery in a rapidly changing environment must be maintained
* Experience of risk management and assessment in a complex project context
* Ability to manage and monitor the work of external consultants and other providers
* Experience of working within a partnership environment
* Experience of working with Housing providers
* Experience of working in a service improvement/development role
* Experience of working with vulnerable client groups
* A proven track record of:
	+ Successfully supporting or coordinating complex projects
	+ Communicating and working jointly with a wide range of professionals across partner organisations
	+ Working to and meeting targets
	+ Successfully supporting complex projects
	+ Providing project support to housing and/or health and wellbeing projects
	+ Communicating and working jointly with a wide range of agencies
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| **Knowledge** | * Knowledge of the local authority housing agenda, duties and responsibilities
* Knowledge of the legislation relating to the councils obligation with regards housing
* Knowledge of the local authority specialist & supported housing agenda and an awareness of housing needs of vulnerable groups
* Knowledge of national evidence-based guidance which should underpin local projects and programmes
* Knowledge of the principles and practice of successful project management
* Understanding of and commitment to the values and ethos of the Co-operative Council
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| **Skills** | * Skilled in communicating and negotiating with and influencing colleagues, partners and stakeholders across organisations
* Ability to build productive, professional and effective working relationships with service providers, partner agencies and colleagues within the organisation and beyond
* Strong numerical and research skills and the ability to analyse and explain data, including financial data
* Excellent communication and presentation skills, both written and oral
* Methodical with strong planning, organisational and problem solving skills
* Skilled in research in order to produce reports, generate project ideas and formulate responses to issues and risks
* Able to express issues and information in a straight forward manner
* Able to work flexibly and respond positively to rapidly changing circumstances
* Ability to think laterally and develop creative and innovative solutions
* Ability to negotiate, influence and show high levels of sensitivity and judgement
* Proficient in the use of IT programme and working knowledge of Microsoft Office and social media platforms
* Able to prioritise and re-prioritise workload to meet changing work demands
* Positive Interpersonal skills
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| **Personal style & behaviours** | * As a council employee you will be supported and expected to demonstrate the Council’s Core Behaviours. Please note that these may be updated from time to time and are available on the Council’s intranet pages.
* Develop good relationships with others by behaving with integrity and treat people with respect
* Able to work as part of a team and use own initiative to drive forward projects despite obstacles
* Able to work through challenges whilst ensuring that all work is conducted with due diligence
* A commitment to a public service ethos, co-operative council values, local democracy and partnership working
* Promote diversity and equality of opportunity
* Adaptable, flexible to changing landscape/environment
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| **Fluency Duty** | This post has been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a public body the Council is obliged to ensure member of staff in such roles are able to have a command of spoken English which is sufficient to enable the effective performance of their role. This post has been assessed as requiring C1 level under the Common European Framework of Reference for Language (CEFR). More information is available at: <http://ecouncil/Fluency/Pages/default.aspx> This role includes the ability to communicate with a variety of people, include young service users and those who are vulnerable people. The post holder must be able to understand with ease virtually everything heard or read. Due to the type of tasks required the post holder will be required to have the ability to summarise information from different spoken and written sources, reconstructing arguments and accounts in a coherent presentation. The post holder will be required to attend a variety of settings with various people to include members of the public and would need to express themselves spontaneously, very fluently and precisely, differentiating finer shades of meaning even in the most complex situations. |
| **Political Restrictions\*\*** | Certain posts in the council are designated as ‘politically restricted’, which means that the post holder must not have any active political role either in or outside of work. Employees who have politically restricted posts are responsible for ensuring they do not engage in restricted activities. This post is not subject to political restrictions.  |

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We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential and desirable selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

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| **Type of criminal records checks required for this post** | **Ticked as required** |
| None |  |
| Basic Disclosure |  |
| Standard Disclosure |  |
| Enhanced Disclosure | X |
| Working with Adults - Regulated Activity | X |
| Working with Children - Regulated Activity | X |