Role profile

The **Commissioning Alliance** delivers projects and services across social care, education and housing for local authorities in London and beyond. We are hosted and employed by Ealing Council as part of the West London Alliance.

Job Title:	Setting the Standard (StS) Team Leader
Department:	Setting the Standard
Directorate:	Commissioning Alliance

Grade: 14	**Spinal column point range: 44-46**
Post no.:	69493
Location:	London Boroughs

Role reports to:	**Head of Housing and StS**
Direct reports:	STS inspection officers x 5
Indirect reports:	n/a

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

The Commissioning Alliance delivers the pan-London housing standards & inspection service which regularly inspects nightly rate Temporary Accommodation (TA), which are used to house vulnerable people / families. The aim of this service is to ensure quality across the sector and to ensure the standard of accommodation meets minimum standards. This is a new programme being established by 31 London Authorities - instigated by the London Housing Directors' Group and delivered by the Commissioning Alliance.

The StS Team Leader (12-Month Fixed-Term Contract/Secondment) has been established to support the expansion of the StS pilot programme, which seeks to broaden the scope of the service beyond its current remit to cover all nightly paid privately rented sector (PRS) owned TA in London. The post will manage a team of officers, undertaking inspections of TA.

The post will report into the Head of Housing and StS and will lead the operational delivery of the StS Inspection Officers. This role will ensure delivery of key performance targets and the effective delivery of the Setting the Standards service. This will be in a defined, specialist service area, namely:

- Quality Assurance/Intervention
- Building relationships with Local Authorities
- Service performance
- Compliance within Temporary Accommodation across London
- Escalation of issues with individual providers and properties

Key accountabilities

The post-holder will have responsibility and accountability for the following:

- Quality oversight of Local Authority Inspections and the delivery of the service whilst ensuring full compliance with service standards.
- Foster and sustain a strong performance culture throughout the team, motivating and developing staff to deliver on KPI targets.
- Engage with temporary accommodation providers on issues with specific inspection or properties.
- Monitor all staff under supervision, ensuring staff have the appropriate ongoing training, skills and knowledge to carry out their roles to a high standard. To carry out joint inspections with the inspections team checking compliance, ensuring understanding, service delivery and providing support with training action plans / performance management as required.
- To lead on and provide competent, technical and decision-making support to ensure that appropriate STS Guidelines are met, and Local Authority enforcement is followed up where required.
- Develop and foster strong relationships with Local Authority Environmental Health Officer teams to ensure complex cases have the appropriate follow-up.
- Provide accurate performance data and write and/or present ad-hoc reports as required to the management team.
- To work with the Head of Housing on a regular basis to review the ongoing service delivery and to enable a continuous improvement to ensure Local Authority needs are met.
- Effectively review resources with Service Lead to ensure service delivery is optimised, and key performance indicators are met. Conduct recruitment activity as required
- Deputise for the Service Lead when necessary.
- Any additional duties as required

Service Delivery

- Keep abreast of appropriate legal and technical developments in the field of housing and Temporary Accommodation.
- Demonstrate and manage a 'can do' approach to getting things done, ensuring a prompt and efficient delivery of service.
- Create positive culture in the team aligned to the Commissioning Alliance's values within the service delivery team and with all stakeholders.
- Be responsible for the day to day management of the StS Inspection Officer team and provide support and line management to a team of Housing Inspectors
- Provide managers with accurate information for responses to Freedom of Information Act requests and enquiries for the Mayor, Councillors, MPs and senior managers.
- Manage and maintain comprehensive casework records in the service's IT database and other record keeping systems.
- Provide innovative and pro-active solutions to improve service delivery and respond to problems ensuring the delivery of excellent service to service users.
- Liaise with the internal data and tech team and external tech providers to report any issues with software and tools.
- Lead and promote high standards of quality and transparency in the local delivery of the STS service.
- Ensure that inspectors are maximising working time for the most efficient and effective inspection regime – minimising ineffective time e.g. travel between sites where possible to maximise service delivery. Manage allocation of regional patches, reviewing as required
- Manage the workload of the team to ensure service delivery is maintained, including covering the work of other officers as necessary in times of unexpected leave, sickness or other absenteeism.
- Provide oversight, advice and support to the Inspection Officers in respect of complex/difficult cases.
- Ensure a safe working environment for all Inspection Officers, making sure lone working policies are regularly reviewed and safety is always a key focus.
- Conduct recruitment of inspection officers as required.

OTHER DUTIES AND RESPONSIBILITIES:

- Use own initiative in day-to-day casework and bring any areas of concern or failings, with solutions, to the Service Delivery Lead's attention.
- Demonstrate a wholehearted commitment to the Commissioning Alliance's values and culture.
- Ensure diversity and equality are a key part of the day to day operational delivery and values exhibited by the management and service delivery team.
- Working outside standard office hours for targeted enforcement activity as required – although this should be by exception.
- Ensure regular data analysis is driving service improvements.
- Participate in any relevant training courses as required by the Service.
- Undertake such additional duties or responsibilities consistent with the role and grade and as required by the management team

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.

Key performance indicators

- Reduction of use of unsafe properties for temporary housing
- Increasing the number of inspections carried out by the StS team
- Meeting targets for registered providers and numbers of properties being uploaded onto the StS system

Key relationships (internal and external)

- West London Alliance teams
- TA managers Londonwide
- PRS enforcement teams Londonwide
- Environmental health professionals
- Market Development managers
- StS Team Leader

Authority level

- Small projects up to £50k

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Candidates, please address the criteria marked with (**) only in your application. Please give examples

EXPERIENCE

1. ** Experience of inspection and enforcement in Private Sector Housing in a local authority context or relevant and appropriate transferrable skills.

2. **Experience of managing others, ensuring KPI's are met and operational delivery is to the highest standard.
3. **Experience of delivering innovative ways of working and/or working on behalf of multiple stakeholders.

4. **Can evidence service improvement through continuous improvement techniques, data analysis and utilising customer / stakeholder feedback to deliver better services.

JOB RELATED KNOWLEDGE AND SKILLS:

5. **Sound practical and theoretical knowledge to carry out the duties of Private Sector Housing Officer coupled with a detailed level of technical knowledge of relevant private sector housing legislation and Temporary Accommodation housing Guidelines.

6. **Able to prioritise own activities, to be well organised and motivated and to work to performance standards, targets and deadlines

7. **Ability to promote and foster team working, according to the flexible demands and objectives of the service.

8. **Ability to communicate clearly in writing and verbally for the purposes of acting as an authorised officer, dealing with enquiries and complaints, giving professional advice and opinions, explaining statutory requirements, and giving and seeking information

9. **Detailed knowledge of private sector housing legislation and procedures, with the ability to investigate STS compliance breaches and refer cases to Local Authority Environmental Health Teams.

10. Ability to use Windows-based IT systems and database packages - maintaining and retrieving data to inform decision making with demonstratable proficiency in Office 365 programmes.

11. ** Can evidence working with a variety of stakeholders and comfortable having challenging conversations / managing expectations as required, whilst maintaining the highest levels of professionalism.

Essential qualification(s) and experience

1. Degree or Diploma in Housing, Environmental Health (or equivalent relevant professional experience).
2. A recognised HHSRS assessors training course.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards