

Job description

Principle Reception Centre Officer

- Grade: PO1
- Reports to: Reception Centre Manager
- Your team: Reception Centre Team
- Service area: Housing Needs & Strategy
- Directorate: Homes and Neighbourhoods

Special requirements of the post

Workstyle: Roaming

This is a flexible post that involves a combination of working from the office and working from home.

Special requirements of the post

This post requires a DBS check at the appropriate level (Enhanced)

This is a safety critical post and will be subject to the council's drug and alcohol policy

This post is subject to the council's declaration of interest procedure

This post is designated as politically restricted

Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Overview of the role

Islington's Housing Needs Service seeks to place residents at the heart of everything we do and, striving to treat every resident as if we are providing a service to an important member of our family. We want to ensure that Islington's Housing Needs service is seen as the best service in the country. Every person, throughout our teams, has a vital role to play in delivering this vision. Housing Needs is a frontline service supporting vulnerable customers who will present with a range of complexities including health and social care needs. We want every person in our Service to adopt a trauma informed approach that places the customer at the heart of service delivery and as part of this to promote the spirit of the Homelessness Reduction Act 2017.

Key responsibilities

The Reception Centre Team Leader will be responsible for supporting the Reception Centre Manager of the council's reception centres based at various sites across the borough driving positive cultural change, embodying and promoting the values and behaviours of the council and empowering staff to reach their full potential and ensuring that the performance and development framework is effective for all staff.

The Reception Centre Team Leader will be responsible for supporting the management of the Council's three Reception Centres for people experiencing homelessness. In addition, the role is also responsible for supporting the Council's housing management responsibilities for other Council owned stock that is used as supported accommodation.

The post-holder will lead with confidence, demonstrating flexibility, an openness to change and promoting an organisational culture that empowers and involves staff and the community as a whole.

Managing Accommodation Based Services:

- To be responsible for creating a welcoming, clean and safe environment for homeless families within the reception centre stock.
- To develop policies and strategies relating to homelessness and emergency accommodation, ensuring an integrated service to residents of Islington.
- To develop effective working relationships and partnerships with Council services and external agencies, including Registered Social Landlords and the private and voluntary sectors.
- To work with stakeholders including internal and external partners, focus groups and other service providers to develop and maintain supply chains which meet customer requirements. Develop and maintain effective feedback mechanisms to support continuous improvement of the service.
- To be responsible for ensuring that the Reception Centre team is effective and efficient in the provision of comprehensive landlord functions, the enforcement of licence conditions and general advice and assistance to Reception Centre residents.
- To ensure that appropriate mechanisms and protocols are in place with Social Services, for effective liaison and for discharging statutory joint obligations and duties.
- To establish the highest professional standards for the Reception Centre Accommodation Service and to monitor service delivery to ensure that the required standards are maintained and that timely corrective action is taken when necessary.
- To ensure that policies and procedures comply with relevant legislation and review and advise on new legislation and other developments in respect of the provision of the Reception Centre Accommodation Service.
- To ensure services provided meet performance targets especially for Void management, Rent Arrears Control, Health and safety and Support for residents.
- To make recommendations and develop proposals for changes to business processes which improve performance and customer satisfaction. Analyse impact/consequences of proposals and evaluate results of actions taken.
- To support the Reception Centre Accommodation section in such a manner as to ensure that good public relations are maintained at all times.
- To ensure that the services which are provided are clear, accountable and responsive to customer/client needs.
- To develop and improve communications with customers (internal and external)
- To undertake projects as required, ensuring that objectives are met and that they are introduced effectively and subsequently monitored and reviewed.
- Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.

Compliance

Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.

Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

Essential and desirable criteria

Essential: the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

Desirable: the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

Knowledge, experience, and skills (No more than 12 is advised – use 'tab' to create a new line when needed)

Point	Criteria description	Essential/desirable
Experience		
1	Experience of managing a busy accommodation-based service for people experiencing homelessness	Essential/desirable
2	Experience of managing a team of target focused officers	Essential/desirable
3	Experience of coaching, managing and motivating a team	Essential/desirable
Knowledge and Skills		
4	Ability to support and engage people who have experienced disadvantages including poor health and wellbeing, rough sleeping, domestic violence and abuse, crime / antisocial behaviour and trauma, and a demonstrable understanding of how services can be tailored to better meet the needs of this group	Essential/desirable
5	Knowledge of the relevant legislation relating to homelessness, housing need and temporary accommodation with particular reference to the Housing Act 1996, amended 2002, Housing Act 2004 and Homelessness Reduction Act 2017.	Essential/desirable
6	Ability to co-ordinate a temporary accommodation service, through liaison with internal and external bodies.	Essential/desirable
7	Ability to monitor budgets and take action to control spending patterns as appropriate.	Essential/desirable

8	Ability to monitor contractors' performance and address performance issues	Essential/ desirable
9	Ability to communicate effectively (verbally and in writing to a good standard of written English) with stakeholders (internal and external), staff, managers and peers. Including the ability to write internal reports to senior staff or Committee and replies to Councillor's, MPs and members of the public on matters concerning the duties of the post.	Essential/ desirable
10	Ability to adopt a flexible approach to team working, be self-motivated, think creatively in order to anticipate problems and to take corrective action, be able to demonstrate an ability to work on your own initiative	Essential/ desirable
11	This role will require you to obtain an enhanced satisfactory clearance from the Disclosure and Barring Service	Essential

Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.