



HILLINGDON

LONDON

Job Profile

JOB TITLE:	Head of Allocations & Accommodation Services
GRADE:	Head of Service and Technical Specialist
POST NO:	Post specific
JOB TIER:	3
DBS CHECK:	Basic
DIRECTORATE:	Residents Services
SERVICE:	Housing Needs and Homelessness
Reports to:	Assistant Director of Housing Needs and Homelessness
Direct Reports:	Upto 4
Indirect Reports:	Post specific

ROLE PURPOSE:

The Head of Allocations and Accommodation will provide the strategic leadership for ensuring the supply and management of good quality cost effective temporary and private rented accommodation. By overseeing the development and delivery of a range of services, including managing the performance of both internal staff and external providers—such as contractors.

Lead responsibility for delivering Temporary Accommodation and Privately Rented Housing Supply schemes, including negotiations with suppliers and presenting business cases to the Housing Senior Leadership Team, and the Corporate Management Team.

The Head of Allocations and Accommodation will lead on:

- Procurement of cost effective Private Rented Sector (PRS) and Temporary Accommodation (TA) via the overall management of the Accommodation and Home Finder Team.
- Allocation of cost effective PRS and TA
- Ensuring the service supports households to move on from TA
- Providing services to other council owned services.
- Increasing access to alternative housing options
- Reducing cost of TA.
- Overseeing statutory reviews and appeals related to the allocation of social housing in accordance with Part 6 of the Housing Act 1996 (as amended), as required.
- Overseeing the end to end process for voids
- Overseeing Complaints Co-ordination and lessons learnt from complaints related to the functions delivered by Housing Needs and Homelessness.
- Overseeing the Downsizing and Under Occupation functions.

The postholder will also oversee the management of the Housing Register, and the Choice Based Letting Scheme, in line with the agreed policy, and management of the allocation of LBH and Registered Provider Social Housing. They will work closely with the Council's partners and providers to develop and enhance innovative Housing solutions that are sustainable and ultimately deliver improved outcomes for residents.

Lead on the development of partnerships with various agencies, including private letting agents, landlords, other local authorities, and Registered Social Landlords (RSLs). Ensure the availability of cost-effective, suitable and compliant TA to fulfil the Council's statutory obligations. Provide the leadership to guarantee the professional and compassionate allocation, management, and supply of these accommodations, meeting the Council's legal responsibilities.

To provide strategic leadership in driving innovation across the Housing Needs and Homelessness Service, across the wider Directorate and wider Council, with a focus on developing and implementing cross-cutting initiatives such as service digitalisation and commercial growth opportunities.

The post holder will be accountable for strategy and policy in own service area and will work closely with the Council's partners and providers to develop and enhance innovative Housing solutions that are sustainable and ultimately deliver improved outcomes for residents.

The post holder will play an active role within the Housing Senior Leadership Team, and the Senior Management Team's across other directorates, championing change and continuous improvement to enhance service delivery, while ensuring the provision of cost-effective, resident focused services. They will also have regular interface with key members of the Corporate Management Team and Cabinet and will work closely with a range of external organisations from the independent and voluntary sectors to develop a sustainable, diverse and innovative Housing market.

A. Job Description

1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- Lead the prioritisation of resident needs to drive the Council's service transformation related to the Allocations and Accommodation Service, ensuring a strong focus on supporting the Council's most vulnerable residents. Champion the use of research and data to gain deeper insights into the borough and apply these insights to design and develop products and services that effectively meet those needs.
- Embed community engagement and partnership collaboration at the heart of strategic planning and service delivery—co-creating initiatives with stakeholders to ensure services are responsive, inclusive, and aligned with local priorities. Foster a culture of shared ownership and innovation that strengthens community resilience and delivers meaningful, long-term outcomes.
- Contribute to and lead as required on the delivery of the five commitments to residents from the Council Strategy.

2. People Management

- To be responsible for the selection, development and performance of the Housing Allocations and Accommodation Service in line with the Council's HR policies.
- To ensure all team members within the service receive the appropriate level of communication to maintain engagement with the Council's vision, priorities and activities.
- To be responsible for maintaining a safe and healthy working environment in line with Health & Safety at Work Act (1974).
- Champion innovation and creativity in service delivery by critically assessing and challenging current practices. Develop service and employees to foster a culture where they feel empowered to generate imaginative and effective solutions.
- Establish and convey a clear direction and purpose for staff at all levels, aligned with the Council's strategic aims and ambitions. Lead, guide, coach, mentor and inspire individuals within the service area and across the Council

to achieve outstanding results. Implement processes to identify and develop talent at all levels.

- Ensure the development of a multi-skilled workforce and identify and deliver effective training and development programmes.
- Create a culture of empowerment by equipping teams to operate confidently within a clear risk management and governance framework.
- Define decision-making boundaries while fostering staff capability to assess, manage, and mitigate risk—building organisational resilience and accountability across all service areas and within a cross-cutting context.
- Be accountable for Policies and Strategies relevant to own service area, and across the Residents Services directorate. Also, cross council policies and strategies where they relate to Housing Needs and Homelessness as directed by the Assistant Director of Housing Needs and Homelessness.
- Take the lead on reimagining how the council and its partners think more strategically when planning and delivering Housing solutions to ensure it is more responsive to the changing needs of the market and focusses on improving outcomes for residents.

3. Operational Service Delivery

- Provide strategic leadership and direction to a multi-disciplinary service responsible for Homelessness Allocations and Accommodation. Ensuring services meet both demand and quality standards. The postholder will also oversee statutory reviews and appeals related to the allocation of social housing, in accordance with Part 6 of the Housing Act 1996 (as amended).
- Be responsible for the management of its circa £11m budget.
- To oversee and manage the provision of TA. This includes ensuring appropriate allocations and flow, as well as procuring accommodation to meet the Council's homelessness accommodation duties and targets. Ensuring value for money and quality standards.
- To lead a team to deliver an efficient, compassionate, and responsive service for homeless households in TA. Ensuring fairness and transparency in accommodation allocation and striving to minimise void turnaround times and reduce the Council's reliance on costly, nightly-rated accommodation.
- Collaborate with local advice, support, and accommodation providers to promote the PRS as a viable alternative to social rented housing. To encourage independence, improve housing conditions, prevent homelessness, provide settled housing solutions, and reduce reliance on TA.
- Jointly lead on the development of a strategy for TA, PRS, and procurement to ensure a steady supply of affordable, suitable housing that aligns with the

Council's legal and policy objectives. Promote Council initiatives to attract landlords and build relationships to secure a long-term, cost-effective housing supply.

- Ensure all properties procured for the Council's use meet statutory health and safety standards. Additionally, verify that terms, fees, and incentives are cost-effective for the Council and comply with audit guidelines.
- Provide strategic oversight of the Council's Housing Register, ensuring robust, data-driven assessments of applicants' needs to support fair and transparent housing decisions. Lead the effective allocation of Council and registered provider properties in alignment with the Council's Social Housing Allocations Policy, driving outcomes that reflect corporate priorities and deliver meaningful impact for residents.
- To lead the development, implementation, and review of service delivery to optimise housing allocations and accommodation, ensuring full compliance with housing legislation—including the Housing Act 1996 and the Homelessness Reduction Act 2017—as well as local and national housing policies. This includes aligning with best practices, responding to evolving housing needs and regulatory changes.
- Be accountable for the delivery of the actions on the Housing Needs and Homelessness Transformation Plan and attend and report progress to Members and the Senior Management Team within own directorate and across the Council regularly.
- Leverage customer insights, feedback, and satisfaction data to enhance and promote services effectively, ensuring residents are engaged and well-informed about the Council's offerings.
- To oversee the monitoring of service demands and ensure that the service has appropriate capacity and resources to meet its statutory requirements, whilst maintaining value for money.
- Lead on the development of an options appraisal and business case for alternative models of accommodation and support models for those with complex needs entrenched in long term homelessness.
- Develop and implement consistent practices using various tools and reporting mechanisms across all aspects of the Housing Needs and Homelessness Service. Facilitate collaboration with RSLs, community groups, support services, Alcohol and Drugs Service, Mental Health, Justice, Children's Services, Adults Social Care and Health, Primary Care, and Health Improvement strategies and plans.
- To oversee the preparation of specification and tender documents in relation to new and the renewal of existing homelessness accommodation units.

- Oversee the management of contracts with external organisations contracted to deliver TA services in support of the Council's statutory S188 and S193 duties as set out in the Housing Act 1996 (as amended).
- Represent the Council in various forums and working groups to exchange information, enhance collaboration, develop strategies, achieve better outcomes for service users, and improve the Council's reputation.
- Strategic oversight for ensuring homeless households in TA comply with their licence or tenancy conditions. In cases of serious breaches or when the Council has discharged its homelessness duty, ensure the accommodation is withdrawn or recovered promptly and efficiently.
- Forge and sustain strong working relationships with Council services, external organisations, and individuals on homelessness issues. Facilitate effective information sharing, foster collaboration and cooperation, and secure essential support to empower homeless households. Ensure the service works with residents to gain independence, make informed housing decisions, and successfully transition into or out of TA.
- Lead on the writing of grant funding bids to secure additional resources for Housing Needs and Homelessness Services. Manage grant-funded projects, ensuring they are delivered on time, within budget, and achieving real impact. Building strong relationships with funding bodies, government agencies, and community organisations to drive strategic funding initiatives.
- Lead on the drafting of comprehensive reports related to the area for the scrutiny and decision-making committees. Guide these reports through their development stages and present them in both informal and formal decision-making forums.
- Review national and regional service delivery and legislative changes related to the designated service area. Take appropriate steps to keep Hillingdon at the forefront of innovative service delivery by developing new strategies, policies, and procedures as needed, while ensuring compliance with statutory provisions governing the functions of the designated service area.
- Oversee the timely resolution of complaints relating to the services delivered from Councillors, Members, FOIs, Ombudsman and for any audit assessment. Also ensuring that learning from complaints is integral to service improvements across Housing Needs and Homelessness, and services across the Council that have a direct impact on homelessness.
- Oversee and be strategically accountable for the end to end management of the voids process for council properties. This includes the Downsizing and Under Occupation functions.
- Take responsibility for identifying, assessing, and managing risks to ensure effective service delivery. Adhere to the Council's risk management policy,

frameworks, and local risk register, and ensure timely escalation of risks to the Assistant Director of Housing Needs and Homelessness.

- Provide strategic advice to the Assistant Director of Housing Needs and Homelessness, Corporate Director of Residents Services, Director of Housing, Chief Executive, Council, and Members on all matters related to the services for the area of responsibility and the wider directorate and across the Council on cross cutting issues. Support the Administration in delivering its priorities through informed guidance and leadership.
- Ensure robust governance and operational protocols are in place to support effective collaboration with Adult's and Children's Social Care—enabling the seamless discharge of statutory duties. Provide assurance that the Council fully meets its housing responsibilities under Children's Services legislation, with clear accountability and integrated service planning at the core.
- Work collaboratively across the organisation to seize opportunities, leveraging the Council's assets to drive innovative approaches that address the housing challenges within the borough.
- Champion a commercial mindset across the Council by embedding enterprise thinking, value creation, and financial sustainability into service delivery.
- Leverage planning powers to secure high-quality, affordable housing from developers, working with the Planning Service —ensuring alignment with the Council's strategic objectives for location, tenure mix, sustainability, and design excellence.
- To ensure robust commissioning, market testing, contract management, and performance monitoring arrangements are in place for homelessness related services, and to take timely and appropriate action where standards are not met.
- Take full accountability for ensuring compliance with all regulatory, legislative, and due diligence obligations—overseeing property compliance reviews, tenancy inspections, and comprehensive housing stock audits (TA and PRS).
- Provide strategic leadership for the Council's response to individuals with No Recourse to Public Funds (NRPF), refugees, and asylum seekers—developing inclusive policies and cross-sector partnerships that ensure access to essential support, promote integration, and uphold the Council's commitment to community cohesion.
- Adhere to and ensure the Allocations and Accommodation Team adheres to the Council's safeguarding policies and procedures and ensure the service has relevant training in place to help protect children and adults at risk of harm within the borough.
- Work flexibly in line with organisational requirements, including working from designated local hubs as part of regular working arrangements.

4. Service Planning & Development

- Ensure that an annual Team Plan, aligned to the Group / Service Plan(s), is developed, agreed and communicated to team members in a timely manner.
- Ensure clear Service Level Agreements (SLA's) are in place where appropriate, covering all aspects of service delivery with performance and response levels, together with the escalation process if SLAs are not met.
- Maintain a current service workforce plan including a succession plan for all key roles within own service.
- Ensure that policies and processes are fair, transparent, adhered to, and regularly updated to reflect changes in legislation.
- Work with senior leaders, peers, and elected Members to create innovative strategies that provide effective, efficient, and cost-effective services to residents.
- Take a broader view of the entire department and organisation and consider how different services interact and impact outcomes.
- Lead the strategic adoption of digital technologies to transform service delivery for residents, visitors, and communities—enhancing accessibility, flexibility, and user experience.
- Champion innovation that empowers employees to work more dynamically, while leveraging technology as a catalyst for operational efficiency, cost savings, and continuous improvement.
- Drive the strategic evolution of service frameworks by embedding a proactive approach to regulatory alignment, legislative responsiveness, and industry innovation. Ensure that all operational practices are not only compliant but also forward-looking—positioning the service and organisation to lead in efficiency, adaptability, and service excellence.
- Ensure that equality, diversity, and inclusion are embedded and promoted across all aspects of the service, including staff progression and retention, learning and development opportunities, assessment of development proposals and operational activity and project implementation.
- Work closely with Housing Management to jointly lead on the development of integrated strategies and commissioning plans in collaboration with housing teams, NHS and social care partners, and the third sector—ensuring a coordinated, person-centred approach that addresses the needs of vulnerable residents and promotes long-term wellbeing and independence.

- Stay informed about laws and regulations relevant to Housing in order to apply expertise on key issues within the department and the wider Council as required.
- Develop, maintain, and implement a Business Continuity Plan within area of responsibility as needed. Taking into account the links with the wider directorate and across the Council as required.

5. Financial & Resource Management

- Overall direct budget management responsibility for the service area ensuring effective monitoring on Oracle on allocated workforce budget of £1.5m and PRS access budget of £3.7m. Ensuring spend against forecast and payments are accurately recorded within audit guidelines.
- Shared budget management responsibility of circa £30m.
- Ensure services are effectively managed, monitored, and adapted to achieve financial and business goals, in alignment with corporate and political priorities and in accordance with the Council's financial regulations.
- Contribute and lead on the delivery of the savings targets identified in the Medium-Term Financial Strategy for Housing Needs and Homelessness.
- Lead on the financial modelling of new homelessness schemes and initiatives.
- Ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- Ensure that all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council's agency contracts.
- Design and maintain agile team structures that support operational excellence. Drive the Council's financial sustainability by maximising income generation, identifying commercial opportunities, and embedding a culture of continuous improvement.
- Uphold strong governance frameworks to ensure full compliance with statutory, legal, and financial responsibilities across the service.

6. Service Improvement

- Implement continuous monitoring of team and individual performance and productivity to ensure the delivery of Service Level Agreements (SLA's) are maximised.

- Manage the implementation of improvement initiatives and change programmes using the Council's project management, service improvement methodologies and operating model.
- Contribute and where required lead the preparation for internal and external inspections, audits, service reviews, improvements, and special projects, ensuring successful change management throughout the process.
- To oversee the enhancement of strategies related to the area and review all policies and processes. Utilise business intelligence and benchmarking data to drive service transformation. Monitor and analyse statutory KPIs and LPIs and set and track performance targets to ensure an efficient and streamlined service. Working closely with the Business Intelligence Team to utilise Power Bi as required.
- To ensure the effective management of accommodation data and security of information received and used within the division, to comply with the relevant legislation such as GDPR and the Freedom of Information Act, recognising that the Council wishes to operate in the most open and transparent way.
- Identify opportunities within the Directorate and beyond to innovate and transform operations, ensuring continuous improvement and adapting to the evolving opportunities and challenges faced by the Council.
- To contribute to and lead corporate programme boards as required which develop strategy and policy, implement programmes and projects and monitor performance.
- Drive forward the Council's transformation agenda, leading by example and inspiring others to embrace change.
- Actively support the Senior Management Team in Housing in delivering and monitoring the Councils' vision, strategic direction, and core values, while providing clear leadership, purpose, and a sense of optimism.
- Provide strategic leadership in driving workforce and organisational development, transformation, and cultural change across the Council—championing corporate values, engaging staff on key initiatives, and fostering a progressive environment that prioritises employee growth, wellbeing, and support.
- Lead high-impact, cross-cutting corporate initiatives on behalf of the Housing Senior Leadership Team, leveraging matrix management to mobilise talent across the service and organisation, dismantling silos, and delivering integrated, customer-focused services both internally and externally.
- Drive a culture of innovation and impact by leveraging cross-sector collaboration to evaluate what works, scale effective solutions, and address systemic housing challenges. Strategically align the Council's assets and capabilities to unlock new opportunities, attract investment, and deliver

sustainable housing outcomes that respond to the borough's evolving needs and resource constraints.

- Collaboratively design the programme and project strategy for Housing Needs and Homelessness, governance, methodology, evaluation and plans in a way that generates buy in and collective ownership to ensure projects have the very best chance of being successful.
- Provide strategic insight and guidance on service development opportunities, identifying future risks and growth potential. Develop robust business cases underpinned by clear cost-benefit analysis to support informed decision-making and ensure alignment with the Council's long-term objectives.

7. Contacts

- Primary contact will be with other officers within the Council, and service users / Members, residents and their representative bodies.
- External contact will be with other local authorities, RSLs, Private Sector, Landlords, Probation, third sector organisations and other housing providers.
- Initiate and influence relationships with and between key stakeholders - Members, Heads of Service, Assistant Directors, Directors, Corporate Management Team and Partners.
- Engage regularly with key members of the Senior Management Team in Residents Services, and across the Council.

8. Additional Responsibilities

- Adopt a collaborative and supportive approach, maintaining up to date professional knowledge and providing advice and assistance to colleagues across Residents Services.
- To manage a varied and heavy workload in an environment of constantly shifting priorities, including complex legislative changes, operational and financial demands.
- Foster equality, diversity, and inclusion by adhering to relevant protocols and policies, and striving to create a safe, supportive, and welcoming environment where everyone is treated with dignity and their identity and culture are valued and respected.
- Foster strategic partnerships and collaborative relationships across internal departments and with external stakeholders to drive shared outcomes and innovation.
- Serve as a visible and influential ambassador for Hillingdon Council at local, regional, and national levels—promoting its vision, values, and strategic priorities.

- Support the delivery of the Council's empty homes policies by driving initiatives that bring underused housing stock back into active use—helping to meet local housing demand, reduce vacancy rates, and revitalise neighbourhoods to foster thriving, resilient communities.
- Deputise for the Assistant Director of Housing Needs and Homelessness as required, and to carry out any other reasonable duties, commensurate with the level of the post.
- Contribute to and lead on the delivery of the relevant outcomes on the Housing and Homelessness Prevention and Rough Sleeping Review Strategies.
- Contribute to and participate in Out of Hours and Emergency Response rotas for the Council, as required.
- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. Key Performance Indicators

- Deliver the agreed Personal Appraisal Goals.
- Deliver and develop agreed team plan targets.
- To write, agree, deliver KPIs as part of the assigned work programme, monitoring non-performance and outlining actions for improvement.
- Contribute to good performance on relevant key performance indicators both local and statutory.
- Lead the monitoring and evaluation of performance against strategic priorities, using data-driven insights and contextual analysis to maintain momentum and ensure alignment. Remain agile and responsive—adapting plans to seize emerging opportunities and optimise outcomes.
- The post holder is responsible for the KPI's relating to the service performance, the effectiveness and efficiency of delivery, and to support all other KPIs as identified jointly between the position holder and line manager.

This profile and job description is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of this role.

B. Person Specification

Head of Allocations and Accommodation

This person specification will be used for recruitment to this vacancy of **Head of Allocations and Accommodation** in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Educated to degree level in a relevant discipline or able to demonstrate significant comparable experience.	✓	
Hold an appropriate management qualification commensurate with the role such as ILM. Or relevant equivalent management experience.	✓	
Project Management or Change Management Qualification (PRINCE2, APM, APMG, other appropriate accreditation)	✓	
Membership in a relevant professional body, such as the Chartered Institute of Housing.		✓
Evidence of continuing professional development.	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Able and willing to work outside normal office hours, including attendance at evening and weekend meetings and events as required. Including working flexibly from designated local hubs as part of regular working arrangements.	✓	
Contribute to and participate in Out of Hours and Emergency Response rotas for the Council, as required.	✓	
Full driving licence and use of a vehicle.	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
A successful track record and background of consistent achievement as a Senior Leader in a large, complex organisation.	✓	
Significant experience in applying PRS housing standards, including HHSRS, gas/electricity compliance, EPC,	✓	

licensing, HMOs management, and regulations.		
Significant experience of procurement and contract management of PRS and TA Schemes.	✓	
Excellent written and oral communication skills including the ability to prepare and present reports and to communicate with staff and stakeholders at all levels.	✓	
Proven experience in managing and interpreting significant complex budgets, and developing financial mitigations, within a challenging public sector environment.	✓	
Experience of financial modelling new homelessness schemes and initiatives.	✓	
Experience of developing and writing successful grant funding bids to secure additional resources for Housing Needs and Homelessness Services.	✓	
Demonstrable experience in managing projects from inception to completion, ensuring objectives are met on time and within budget.	✓	
Proven track record of providing exceptional service that consistently meets both customer expectations and organisational goals.	✓	
Proven ability to prioritise departmental tasks and develop effective work programmes, ensuring timely delivery within budget constraints.	✓	
Able to establish and uphold efficient procedures and systems, leading to the achievement and exceeding of service KPIs.	✓	
Ability to consistently assess and manage individual, team, and service performance, making timely interventions and taking prompt action to ensure high performance delivery.	✓	
Proven ability to develop, review, and implement effective policies and procedures.	✓	
Demonstrable experience of excellence in line management, including the strategic creation and development of comprehensive training plans.	✓	
Strong strategic thinking and problem-solving abilities, with a proven track	✓	

record of developing and implementing effective strategies to enhance service delivery and achieve objectives.		
Proven ability to interpret vision and strategy to drive delivery through strong and effective leadership, establish service standards, and empower others to achieve results.	✓	
Understanding of political perspectives, the ability to work with Members. Demonstratable national and local political awareness and knowledge.	✓	
Demonstratable strong commercial acumen with proven experience in applying commercial models, maximising financial returns and operational efficiencies, and securing external funding streams available to local authorities to support sustainable service delivery.	✓	
Experience of delivering effective commercial negotiations.	✓	
Experience of procurement, commissioning, defining service specifications and monitoring against standards for TA.	✓	
Excellent interpersonal skills including the ability to form effective working relationships with colleagues and partners.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Significant knowledge of homelessness legislation, case law and Government guidance in relation to: <ul style="list-style-type: none"> ○ Housing Advice ○ Homelessness ○ Housing assessments and Allocations 	✓	
In-depth understanding of the statutory homelessness framework, including legislation, Suitability Order, prevention, relief, main duties, TA duties, and accommodation offers.	✓	
Detailed knowledge of techniques to prevent and relieve homelessness and of homeless legislation and relevant Codes of Guidance.	✓	

A sound knowledge of current legislation related to the acquisition and leasing of property used as TA and PRS Housing.	✓	
Understanding of the local government framework and its governance.	✓	
Ability to use management information to judge service performance and to devise and implement service improvement strategies.	✓	
Proficient in using all Microsoft Office Systems, and the ability to use in house databases.	✓	
Strong Persuasion, diplomacy, and motivational skills.	✓	
Ability to manage a high degree of organisational and informational complexity and the ability to translate and analyse complex data into understandable information.	✓	
Ability to contribute to the strategic planning of the service in relation to government policies, local issues and emerging trends.	✓	
Ability to chair strategic meetings and deal effectively and sensitively with specialist homelessness accommodation related cases in a professional context.	✓	
Ability to lead on strategy and / or policy development, as required.	✓	
Capability to challenge the status quo, pursue continuous improvement, and drive service development.	✓	

Our values

Respect

We appreciate what makes us different and include everyone.

- We recognise that we all have unique talents, skills and experiences.
- We provide a professional service to our residents and colleagues and lead by example.
- We celebrate diversity and ensure our working practices are inclusive.

Collaborative

We believe in the power of working together.

- We work collaboratively as one council.
- We promote creativity and innovation to improve outcomes for all.
- We recognise the strength of sharing knowledge and experience.

Efficient

We deliver the best possible outcome by carefully managing our resources.

- We are empowered to deliver the most efficient outcome.
- We harness new technology and tools to deliver our services efficiently.
- We look after our finances and maximise value for money for residents.

Integrity

There is no gap between what we say and do.

- We choose what is right over what is easy.
- We trust and support each other to get the job done.
- We are responsible and accountable for our actions, both good and bad.

Open and honest

We are transparent in the actions and decisions we take.

- We provide a safe space to have truthful discussions in a positive way.
- We encourage constructive feedback without fear of judgement.