



| Job description | |
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| Job title | Principal Housing Delivery Officer |
| Grade | Pay Band L |
| Directorate | Regeneration and Economic Development |
| Section/team | Strategic Housing |
| Accountable to | Group Manager for Housing |
| Responsible for | Supporting the development and delivery of strategic housing services. |
| Date reviewed | 18 November 2021 |

Purpose of the Job

To assist the Group Manager of Housing in delivering a range of strategic housing services including commissioning and influencing partners to achieve the objectives set out in the Housing Strategy and other underpinning housing related strategies.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

- To support the Group Manager of Housing in the development and monitoring of Knowsley's Housing Strategy.
- To undertake the review, development and writing of strategy documents (illustrative examples include: Homelessness Strategy, Private Sector Housing Strategy, Tenancy Strategy, Housing Renewal Policy).
- Devise and undertake the monitoring of service - related activities and provide reports and recommendations as appropriate.
- Implement strategy actions assigned.
- Maintain an up-to-date knowledge of relevant national and Liverpool City Region strategy/policy, legislation (including case law), best practise and guidance in the areas of strategic housing.
- To undertake research to support the delivery of the service functions.

- Develop and implement new ways of working to improve the efficiency and effectiveness of services.
- To develop and implement effective publicity and communication to ensure widespread knowledge of housing responsibilities, services, strategy, and related policies with the internal and external stakeholders.
- Prepare and present written and verbal reports to Officers, Elected Members and other stakeholders.
- Undertake negotiation with a range of stakeholders to achieve service objectives.
- To represent the service at a range of professionals' meetings which will include:
 - Multi Agency Public Protection Arrangement
 - Safeguarding meeting in conjunction with Adult/Children's Social Care
 - Child protection conferences
- To co-ordinate the delivery of internal and external facing meetings and events.
- Identify opportunities and prepare bids to secure funding to support the Council's housing objectives.
- With the support of colleagues in Procurement to commission housing related services ensuring compliance with the Council's Contract Procedure Rules. To undertake and support effective contract management to ensure that commissioned services delivery is in accordance with expected performance levels and that contract commitments are met.
- Work effectively with colleagues across the Council to support the delivery of the Council's statutory responsibilities and corporate objectives.
- To represent the council at meetings etc in the absence of/as directed by the Group Manager of Housing and Senior Management.
- To effectively manage budgets and other resources attributable to allocated projects in accordance with the Council
- To undertake investigation (allocations appeals/homelessness reviews) and make decisions. The decisions reached should take account of relevant guidance, legislation, and case law.

- To prepare responses to a range of enquires such as Freedom of Information Requests and those from residents, partners, Elected Members and Members of Parliament.
- To undertake supervision/line management and support of staff ensuring that the Council's policies are applied effectively and fairly.
- To undertake any other duties as may reasonably allocated to post holder commensurate with the grading and responsibilities of the post. (Where necessary, reasonable adjustments will be made in accordance with the Disability Discrimination Act).

Generic Responsibilities

- To model culture change and promote communication that is clear, effective, and transparent at all levels, both inside and outside of the Council.
- To promote and implement the Council's Equal Opportunities Policy in all aspects of employment and service delivery.
- To ensure all Council Standing Orders and Financial Procedure Rules are upheld, both personally and within the Directorate.
- To ensure (in collaboration with others) that continuous improvement, value for money and best value are delivered by all areas of the Council by challenging existing practices, setting targets for improvement, and intervening as necessary.
- In collaboration with public, voluntary and private sector partners drive the Council's agenda for excellent customer service.

Health and Safety

- To ensure suitable and sufficient risk assessments are carried out taking into account employee's capabilities.
- To undertake appropriate and up to date training in the use of any equipment required in order to discharge the duties and responsibilities of the post.
- To use equipment as instructed and trained.
- To inform management of any of health and safety issues or indeed of any situations or events which could place individuals in danger.

- To ensure that as an individual, the post holder is aware of the issues of lone working and acts in accordance with any training, briefing or advice given.
- To ensure that staff for which the post holder is responsible are fully aware of their own responsibilities in relation to health and safety.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy.
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss your behaviour with you, during your My Time and My Time Extra meetings.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.