Role profile

**Senior Reviews Officer**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Adult Services |
| **Reports to** | Deputy Manager |
| **Job family** | Professional and Technical |
| **Grade** | G |
| **Political restricted?** | N |
| **DBS required?** | Y - Basic |
| **Date** | May 2024 |
| **JE Code** | JE2160 |

Key deliverables

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| **1** | To assist in the reviews function of applications made under the Housing Act 1996 as amended by the Homelessness Act 2002 and the Homelessness Reduction Act 2017 and the Homelessness Code of Guidance 2017 and the relevant Council’s Allocation Scheme. |
| **2** | Ensuring that review decisions comply with the requirements of the relevant legislation and to ensure that Reviews Assistants are provided with support and guidance with the enquiries about a review. |
| **3** | Responsible for dealing with a caseload of reviews under both Part VI and VII of the Housing Act as amended and reaching appropriate, lawful decisions and ensuring that written notification is provided to the applicant or their representative on conclusion of review and for ensuring that all records are appropriately and accurately updated to reflect the enquiries and outcome of the review. |
| **4** | Responsible for maintaining a detailed knowledge of case law as it pertains to Housing Reviews and for ensuring that any considerations relevant to a review are clearly communicated in the written notification and ensuring that Reviews Assistants are provided with appropriate direction in relation to case law and other legislative or public law considerations. |
| **5** | Ensure data and information relating to reviews is captured and stored appropriately, including maintaining a high standard of case notes. |
| **6** | To ensure that deadlines in respect of final review decisions are adhered to and where necessary to negotiate extensions to deadlines and to ensure that any such agreement is provided in writing and is compliant with the requirements of the Reviews Regulations. |
| **7** | To assist the Deputy Manager in ensuring that all review decisions are legally robust and issued within statutory guidelines and where the Council is further challenged by way of s204 appeal you will act as a lead officer with subsequent and other litigation in the client role. |
| **8** | To attend Court as a representative of either Council in response to litigation and to help and guidance to counsel on behalf of the authority and for such guidance to be in relation to the interpretation of the Council’s procedures and policies as well as detailed information on the matter under litigation. |
| **9** | Effectively manage enquiries, complaints and correspondence from clients and their advocates, including solicitors, councillors, MPs, the ombudsman, and other housing providers, in line with the Council’s complaints procedure and prepare information as required to support court cases for which the post-holder is responsible (including reviews and appeals, judicial reviews) Ensuring that the cases are brought before the relevant Court and are legally compliant. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | Good level of understanding of the legislative frameworks and statutory requirements relating to the Housing Solutions Service and knowledge of relevant legislation. Understanding Safeguarding, Care Act assessments and requirements**.** Qualified to CIH (level 2 or level 3) or other qualification related to housing/homelessness or commitment to undertake CIH and/or demonstrable experience. |
| **2** | Awareness of the Welfare Reform Act and housing Allocations Scheme as covered by the Housing Act 1996 Part VI and Part VII. |
| **3** | Act as mentor providing guidance and support to less experienced employees, recognising issues and resolves them. Contribute to the promotion, development, and implementation of alternative initiatives to ensure the service is operating under best value to achieve a reduction in homelessness cases and ensure it is adapting to the needs of the customer. |
| **4** | Demonstrate ability and competence in assessing cases independently without reference to a Deputy Manager. To lead on specialist areas of work as appropriate seeking resolutions to problems independently. |
| **5** | An understanding of current issues affecting social housing and private housing provision, and of range of housing options and homelessness prevention approaches. |
| **6** | Evidence of creative problem solving, involving complex and difficult situations. |
| **7** | Written and oral communication skills, with ability to provide negotiation and the ability to work collaboratively with other services and partners. Leading managing and attending joint internal & external meetings to represent the service and the Council. |

Job family

**Professional and Technical (Grade G)**

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| **Colleague expectations**   * Be professional at all times * Work together for the good of the team, city council and local people * Promote a supportive culture * Challenge assumptions * Take ownership * Be willing to change and do things differently * Always work in a safe manner | **Manager expectations**   * Be a role model by displaying positive behaviours at all times * Make well-considered decisions * Support, coach and communicate with my team * Be accountable for my team’s performance |

Professional and Technical job holders rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing city council assets, the development of policies and procedures and the strategic direction of the functions they support.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level roles require an in depth, theoretical understanding of their particular discipline to solve complex problems, offer evidence based, provide authoritative advice to colleagues / service users and manage teams and/or other resource assets.

**The knowledge and skills required**

The broad knowledge requirement needed to deal with the technical and business challenges of roles is usually underpinned by an appreciation of the theoretical basis of the particular discipline, such that job holders can fall back on the first principles of their specialism to make decisions and offer advice.

This level of knowledge is often indicated by the need for a degree level education in the relevant field, but for some roles this is substituted by a significant level of on-the-job training and focussed experience such that the level of expertise confers a similar level of authority.

Roles will have demands for manual dexterity in relation to typing and similar functions, other jobs will use a range of equipment requiring precision in their use and handling.

**Thinking, planning and communication**

The situations and problems dealt with at this level will be increasingly complex, involving several information streams where analytical and judgemental skills will be needed to interpret information correctly and determine optimum solutions.

Job holders will have plenty of day to day issues to contend with, they will also need to plan some months ahead to achieve medium-term objectives in such areas as project support or service development.

At this level, the information exchanged with internal and external colleagues, and members of the public will call for developed communication skills on the part of the job holders. Matters will be technically complicated, requiring careful explanation, or sensitive, requiring significant listening skills to interpret information and provide appropriate advice.

**Decision making and innovation**

Job holders will have the autonomy to adapt specific approaches to better meet medium term objectives. They will be bound by the recognised procedural framework of their specialism as it is managed by the city council but will decide when and precisely how duties are to be carried out. They will also deal with problems (often escalated to this level) for which there are no set-down routes to a solution other than broad service practice guidelines.

**Areas of responsibility**

With a diverse range of jobs being represented at this level, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

External facing roles will focus on the needs of people whether external service users or partners and will be responsible for high impact decision making and the implementation of appropriate programmes on behalf of individuals or groups of people or enforcement of regulations which have direct and significant consequences upon those served. Such roles are likely to have only modest levels of responsibility for finance, information assets, equipment and/or premises.

Internal roles are likely to have this pattern reversed, with weightier responsibility for significant financial and non-financial assets, but less for the assessment of needs of individuals and groups.

Jobs will have supervisory responsibility for the work of others and will be accountable for the quality and timeliness of outputs, whether related to the work of internal teams or temporary external contractors, volunteers or others.

**Impacts and demands**

Tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

The problem solving and decision-making elements of these jobs mean that job holders require lengthy periods of enhanced mental attention to attend to duties, while also dealing with deadlines, interruptions and conflicting demands.

Duties of jobs at this level will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Many Professional and Technical job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions. Particularly when the needs of their specialism require them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments.

Other jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.