Role profile

**Allocations and Lettings Manager**

**Our values:**

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

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| **Service** | Allocations and Lettings |
| **Reports to** | Housing Operations Manager |
| **Job family** | Professional and Technical |
| **Grade**  | J |
| **Political restricted?** | N |
| **DBS required?** | Y – basic |
| **Date**  | February 2025 |
| **JE Code** | JE2109 |

Key deliverables

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| **1** | This role will be the expert lead on Allocations, responsible for people and operational management across the Allocations service. You will work with the Head of Housing Operations to best support the overall aims and responsibilities of the services Key Performance Indicators, helping to shape, drive and deliver strategic direction for the Allocations services. |
| **2** | Lead and develop a team of professionals to provide an effective allocations service including statutory responsibilities for the allocations scheme and housing register. This role is to lead and represent the service with wider teams including Repairs and assets, Housing Income, Business systems, Legal, Finance, HR and IT. Ensure teams are effectively managed and supervised through regular supervisions, and team meetings are held ensuring policies and procedures are adhered to, and services delivered to a high standard.  |
| **3** | Provide advice to your teams, elected members and the public on matters relating to allocations, choice-based lettings, and the housing register. Develop and implement strategies, policies and plans relating to the service ensuring that these are communicated effectively and implemented to meet stated objectives and core values. |
| **4** | Ensure that effective stakeholder management is established and maintained in relation to the housing register by working alongside partners including registered providers, sub-regional partners and other council services to ensure integrated and effective rehousing services in the borough. |
| **5** | Ensure service budgets are monitored and controlled to ensure financial targets are met and systems are in place to identify pressure areas and respond appropriately. |
| **6** | To support the Director and the Head of Service to develop the Council’s strategy, policies, and procedures in relation to all matters connected with housing allocations, housing advice and managing the housing register. To deputise for the Head of Service for matters relating to allocations as necessary |
| **7** | Ensure delivery of efficiency improvements, through the use of technology and implementing best practice. Lead on training and mentoring of the team, particularly focusing on the improved use of the business systems for performance and trend monitoring. |
| **8** | Ensure complaints are investigated and reports prepared to ensure timely and appropriate resolution for customers. Prepare responses and gather and co-ordinate information for Ombudsman enquiries and complaints. Undertaking complex multi-faceted problems and complaints, ensuring these are resolved within required timescales. Ensuring arising themes and learning outcomes are incorporated into service improvement with mechanisms developed to ensure continuous improvement, meeting national and local performance targets and by setting and meeting team improvement targets. |

*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** | CIH Level 4 (or willing to work towards), 5 GCSEs grade A-C including English (or equivalent level of educational attainment) |
| **2** | A detailed understanding of the relevant legal, political and operational aspects related to managing housing registers and allocating council and other social housing. Detailed and comprehensive working knowledge of the Regulator of Social Housing (RSH) regulatory requirements, with new Consumer Standards that apply to Local Authorities. |
| **3** | Demonstrate strategic thinking, taking account of and identifying a range of longer-term issues opportunities and contingences. Relates these activities of the team to the bigger picture. |
| **4** | Experience of leading and delivering change within a complex organisation and managing complex projects and initiatives. |
| **5** | Able to demonstrate good working knowledge of IT systems and able to use Word and Excel. |
| **6** | Demonstrable ability to communicate & influence able to express ideas or facts clearly and convince/influence others to their point of view. Able to lead others; motivate, enable, and inspire others to succeed utilising appropriate interpersonal styles, including leading by example. |

Job family

**Professional and Technical (Grade J)**

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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
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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 job holders usually report to a Head of Service and are responsible for the development and implementation of strategy relating to a whole function within that service. Posts carry significant responsibilities for finance and a range of other non-financial assets and job holders will make autonomous decisions and lead the management of change throughout their functional area.

**The knowledge and skills required**

The advanced theoretical knowledge required to make appropriate judgements and decisions at this level is augmented by ongoing professional development and awareness of external legislative and societal change. Also, by a deeper understanding of the city council operational structures which both support and depend upon the job holder’s actions and advice. Roles will be professional experts, providing guidance to those in earlier career stages.

**Thinking, planning and communication**

Job holders will use their professional expertise to deal with complex, pressing issues on a day to day basis, but will also look well ahead and take a more strategic view of their project and service delivery objectives, shaping their teams’ composition, approach and operating procedures in accordance with wider service goals mandated by service management.

The information exchanged at this level will be routinely complex and even contentious in nature. Job holders will, however, have additional demands placed upon them by the need to persuade others to adopt courses of action they may not otherwise wish to take, based on evidence-based and reasoned argument. This will occur in written interactions but can also be the case in face-to-face verbal exchanges where job holders will advocate a position in response to opposing opinion in a formal or informal setting.

**Decision making and innovation**

The limitations to job holders’ decision making will be only the broad policy and practice guidelines that exist at both a corporate and even national/professional level. At this level of autonomy, job holders will be the final arbiter of many escalated technical and professional disputes and problems. They will probably report to a Head of Service and will devise and implement strategic plans in relation to their specific functional area.

**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 critical day to day decisions with legal and reputational dimensions. Job holders will make a major contribution to the development of policy and functional procedures. Job holders will also lead the implementation of appropriate programmes on behalf of large groups of people.

Such roles are likely to have at least two other elevated levels of responsibility for such elements as finance (substantial budget management), information assets (statutory corporate databases and council-wide applications) or premises (of very high value and operational importance).

Internal facing roles are likely to have this pattern reversed, with the weightiest responsibility for very high value or significant financial and non-financial assets including policy development, but somewhat less accountability for the assessment of group needs. Roles will have full line management responsibility over a number of teams with differing functional specialties and employee profiles.

**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 combination of both tactical and strategic matters that job holders deal with means that roles are inherently very complex, demanding of particularly lengthy periods of concentrated mental attention while also managing very high levels of work.

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.