Role profile

**Deputy Team Manager – Assessment**

**Our values:**

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

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| **Service** | Adult Services / Housing Solutions |
| **Reports to** | Team Manager |
| **Job family** | Professional and Technical |
| **Grade**  | I |
| **Political restricted?** | N |
| **DBS required?** | Y – Enhanced with Adult Barred List |
| **Date**  | September 2025 |
| **JE Code** | JE2150 |

Key deliverables

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| **1** | Operational leadership and management to ensure continuous improvement within the area of responsibility and Housing Solutions and Adult Social Care, by meeting relevant national and local performance targets and by service improvement targets. Deputising for the team manager as required. |
| **2** | Delivering inspiring and motivational management to develop and guide a team of housing professionals, providing advice and feedback to ensure continued development and delivery of high-quality work. Manage complex HR issues ensuring matters are resolved in accordance with policies. |
| **3** | Ensure excellent case management and joint working is delivered by the team, including mediation and negotiation, and that homelessness is prevented or relieved through active interventions and pursuit of effective housing options. Develop and implement monitoring and audit processes to ensure continued service improvement. |
| **4** | Ensuring resources are allocated and monitored effectively to provide a robust service.  |
| **5** | Provide clear direction for teams, promoting collaborative working and flexible working practices to ensure all areas of the service are considered and supported as needed. |
| **6** | Ensure complaints are investigated and reports prepared to deliver timely and appropriate resolution for customers. Undertaking complex multi-faceted problems and complaints and bringing these to resolution independently. |
| **7** | Develop and build strong and productive relationships with colleagues and partner agencies, including, customer services, Adult Social Care and Children’s Services. |
| **8** | Ensure data and information is captured and stored in appropriately to inform performance management, and provision of quality, reliable data to managements and external agencies. |
| **9** | Where required to meet service need, participation in an out of hours rota will be expected, this includes weekends and bank holidays. |
| **10** | Monitoring and reviewing systems, analysing data to provide management reports regarding operational performance using information systems such as Northgate (NPS) and other systems as required. |

*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** | Evidence of detailed understanding of the legislative frameworks and statutory requirements relating to the Housing Solutions Service and a high level of technical knowledge of relevant legislation. This will include a comprehensive knowledge of the law relating to homelessness as covered by the 1996 Housing Act and the Homelessness Reduction Act 2017.  |
| **2** | Practical evidence of developing and maintaining good working relationships with a wide range of customers/stakeholders, developing a positive personal and organisational profile. |
| **3** | Demonstration of a thorough understanding of current issues affecting social housing and private housing provision, and of full range of housing options and homelessness prevention approaches. |
| **4** | Experience of leading, motivating and managing staff and delivering high quality customer-focused service outcomes. |
| **5** | High level written and oral communication skills, including the ability to provide a high level of negotiation skills and manage complex situations effectively. |
| **6** | An Enhanced with Adult Barred List DBS check is required due to day-to-day management of those who carry out regulated activity with adults. |

Job family

**Professional and Technical (Grade I)**

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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/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 Council assets, the development of policies and procedures and the strategic direction of the functions they support.

**Role characteristics**

At this level job holders use their extensive experience and postgraduate level professional knowledge to take a lead in complex interactions with others, delivering change by evidence-based argument and persuasion. They exert professional influence on the organisational structures and procedures within their working area to enhance productivity, efficiency and customer satisfaction.

**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 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.

While the majority of 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**

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 which 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**

Job holders will have the freedom to interpret policy and broad operating guidelines in order to shape their teams’ detailed approach to meeting their corporate objectives and targets. They will deal with escalated, multi-faceted problems independently and will tend to only consult their manager on fundamental policy or resource issues.

**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 at least one other elevated level of responsibility for such elements as finance, information assets, equipment or premises.

Internal facing roles are likely to have this pattern reversed, with the weightiest responsibility for highly valuable or significant financial and non-financial assets, but somewhat less accountability for the assessment of needs of individuals and groups.

Jobs will generally have formal line management responsibility and will not only allocate and check work, but also be directly involved in assessment, recruitment, and other human resource related procedures. Posts that do not have this level of managerial responsibility are likely to have compensatory levels of accountability in relation to the users of Council services, finance or other major asset(s).

**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 complex, demanding of lengthy periods of concentrated mental attention while also managing high levels of work-related pressure from deadlines, interruptions or 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.

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.