

Job title: Head of Support & Housing (London)

1. PURPOSE OF THE JOB

- To support translating Centrepoint's strategy successfully into practice and tangible results in London, enabling as many young people as possible to access a Job and a Home; particularly through developing exemplar services that meet the Centrepoint Service Standards.
- To drive quality across Centrepoint's services for young people across London, through the application of HOMES, quality frameworks, the Ofsted framework for supported housing, continual improvement, procedures and effective leadership.
- To meet organisational KPIs and secure successful outcomes for Centrepoint's young people in London through the provision of effective support services and effective housing management – in particular around a Job and a Home.
- To be a visible leader internally, inspiring staff to thrive, perform well and grow.
- To embed a psychologically-informed, inclusive culture in line with our values across services in London. To work with colleagues across the organisation to develop and maintain an emotionally intelligent, reflective and engaged workforce that can meet both current and future business need.
- To be a key part of the Services and Support & Housing leadership teams delivering exemplar services across the country, setting and meeting standards and holding direct reports accountable for doing the same, promoting integration across services, developing policy and responding to day-to-day issues as and when they arise.

2. DIRECTLY REPORTS TO

- Director of Services

3. RESPONSIBLE FOR THE MANAGEMENT OF

- Operations Managers and teams based in London, including but not limited to:
 - Hammersmith & Fulham
 - Haringey, Enfield, Hackney & Westminster
 - Lambeth and Wandsworth
 - Brent, Barnet, Harrow and Ealing
 - Waltham Forest, Havering and Greenwich
 - Camden
 - Integration of specialist services for young people such as Therapeutic Services, CP Works and Legal within our Support and Housing services.

4. KEY ACCOUNTABILITIES

- *Relationships*

- To develop an effective working relationship with relevant local authority officials and service commissioners in London, performing above contractual requirements wherever possible, expanding Centrepoint's footprint and influencing commissioning approach to procurement in line with our strategy;
- To manage a range of internal relationships, negotiating and working collaboratively with peers and other colleagues across the organisation in order to secure the required outcomes for young people.
- To foster, within your team and in your interaction throughout the organisation, a culture of collaboration with other Centrepoint teams, building relationships throughout the organisation that enables genuine and effective cross-functional working to take place to the benefit of the Young Person. This will include working with the:
 - o Support services across the Services directorate such as Therapeutic Services, CP Works and related offers to young people.
 - o The Centrepoint Helpline and our Independent Living programme
 - o Business Development team, contributing actively and effectively to tender bids to commissioning bodies;
 - o Funding teams to enable fundraisers to match fundraising fully with operational needs, supporting them in building good relationships with donors and corporate supporters;
 - o Policy team to influence government on issues facing young people;
 - o Marketing and Communication teams on marketing appeals and internal communications;
 - o Finance team on accuracy of financial information.
 - o Volunteering team to ensure that the expertise volunteers bring are put to the best effect for young people.
 - o HR & Learning & Development to deliver the aim of the People and managing reports through the employee lifecycle in line with policy and best practice.
- To be an active member of the Services and Support & Housing Leadership Team, providing day-to-day leadership of our services for young people, monitoring and improving performance and delivering a strong procedural and administrative framework and culture of accountability.
- To be a good ambassador for Centrepoint at all times and to represent the Director of Services as required, at SET, Board or Board Committee meetings.
- *Decision-making & Innovation*
 - To seek the views of staff and young people in making key decisions and, where appropriate, actively involve them in the formulation and delivery of services to them.
 - To work alongside the Business Development and Innovation to design, test and evaluate new approaches to help us in our goal to end youth homelessness.
 - To develop and follow action plans for Support & Housing services and articulate clearly the actions and activities required fully to deliver the plans within the context of available resources;
 - To lead the development of new income streams and models of working.
 - To work closely with Human Resources and Learning and Development to ensure the best quality people, with the most appropriate skills, knowledge, capabilities and competences are in place and performing well within line management structures and applying policies and procedures in areas such as supervision, appraisal and induction.

- To lead on the development and implementation of operational policies, procedures, monitoring and continuous improvement so that all aspects of the services are effectively delivered, controlled, monitored and reported.
- *Discretion*
 - To work proactively and on their own initiative, not waiting for instruction and direction as should be expected of a senior manager;
 - To handle confidential information discreetly, as would be expected of a senior manager and to encourage direct reports to be similarly discreet;
 - To keep abreast of changes in the external environment and, in particular, changes in relevant legislation, and bring that knowledge to bear across the organisation, clarifying and coaching others as appropriate.
- *Impact & Risk*
 - To develop and meet/exceed annual KPIs and delivery targets for each service/activity in both Support and Housing, most notably Job and a Home. To keep such targets under review, and undertake actions quickly when we fail to meet them;
 - To ensure that all action planning, risk management and keyworking activity is completed diligently, in a timely fashion and to a high level across the board.
 - To ensure that young people achieve the desired outcomes that enable them successfully to live independently.
 - To be responsible for strong performance and implementing of systems across all London services in Housing Management areas, especially voids and rent/Service Charge collection
 - To ensure that we comply with the law, all regulatory and stakeholder requirements and all contractual obligations with third parties at all times;
 - To ensure that all legislative requirements are explained to employees in particular in relation to diversity, health and safety, employee relations, and legislation governing the social care/community field.
 - To participate in the senior management on call system.
 - To deliver performance reports and management information as and when required.
- *Resource Responsibility*
 - To work closely with Finance Business Partners to ensure that budgets are accurate and that expenditure is delivered in line with organisation budgets.
 - To ensure the effective monitoring and collection of rent and Service Charge income in London.
 - To ensure the effective monitoring and collection of revenue contract income, grants and spot-purchasing income in London.
 - To ensure that costs are well managed, value for money is secured on all relevant expenditure and all expenditure is delivered within policy, procurement guidelines and financial delegations.

- To liaise with fundraising teams to share the operational funding needs of the organization, provide information required to support funding bids, and ensure accurate management of restricted funds.

5. TERMS AND CONDITIONS

Salary:	£57,812 to £63,533
Place of work:	Camperdown street and across London Services
Fixed term/permanent:	Permanent
Part time/full time:	Full time
Working hours:	37.5 hours per week
Start date:	ASAP

Person specification

Detailed below are the type of skills, experience and knowledge that are required of applicants applying for the post. The *Essential Requirements* indicate the minimum requirements, and applicants lacking these attributes will not be considered for the post. The points detailed under *Desirable Requirements* are additional attributes to enable the applicant to perform the position more effectively or with little or no training. They are not essential, but may be used to distinguish between acceptable candidates.

Category	Essential	Desirable	Assessment
Knowledge and skills			
1. Strong leadership skills capable of building trust and safe relationships that give clarity of task and motivate a skilled and passionate workforce to do the best possible job they can.	E		I
2. Significant knowledge of the skills required and factors critical to securing outstanding outcomes for young people, and of how to ensure that staff reports concentrate upon them;	E		AF/I
3. Able to understand the nature of Centrepont and its financing including costing and pricing;	E		I
4. Able to budget astutely, monitor performance against the budget, determine and implement appropriate remedial actions, deliver the required bottom line result and report with clarity;	E		I
5. Excellent organisational skills enabling the management of a varied workload of multiple projects, conflicting deadlines and changing situations, and yet achieve results;	E		I
6. Able to deal with challenging situations in a calm and effective manner; managing risk and health and safety as appropriate;	E		I
7. A strong and demonstrable commitment to promoting Centrepont's approach to Equality and Diversity in all work undertaken;	E		I
8. Excellent written communication skills with proven ability to convey complex information in a clear and concise way;	E		AF/I/T
9. Excellent presentation, oral communication and interpersonal skills necessary to develop and maintain relationships at a senior level across a range of stakeholders, and to lead on external and internal presentations including training;	E		I/T

10. Working knowledge and understanding of supported housing as it related to young people and of the legislative and regulatory environment surrounding social housing;	E		AF/I
11. Relevant qualification, including a professional qualification such as membership of CIH.		D (CIH)	AF/C/
Experience			
1. Demonstrable significant middle to senior management experience within the social care/health field, managing people through direct and indirect reports across a variety of locations;	E		AF/I
2. Demonstrable experience of managing change across a sizeable team or an organisation;		D	AF/I
3. Experience of contributing to the overall running of an organisation, particularly in a regulated environment.		D	AF/I
4. Demonstrable experience of managing a team and supporting and developing staff;	E		AF/I/R
6. Experience of working to and delivering against deadlines.	E		AF/I/R
7. Experience of using a range of usual software such as MS Excel, MS Access, MS Word and statistical analysis software;	E		AF/I

Key: AF = Application form. I = Interview. R = Reference. T = Test. C = Certificate. DC = Document checks.