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a safe place to  
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Company Limited by Guarantee number 1741926  
Charity Number 287779  
Registered in England as Single Homeless Project



Single  
Homeless  
Project

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<b>Job title:</b>	Head of Service -Tenancy Sustainment Team (North)
<b>Delegated Authority:</b>	Level 6
<b>Team:</b>	Tenancy Sustainment Team (North)
<b>Responsible to:</b>	Assistant Director of Services (Rough Sleeping Services)
<b>Responsible for:</b>	5x Team Managers and 1x Stock Reconciliation Worker

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## Job purpose



The Head of Service for TST plays a pivotal role in overseeing the day-to-day operations of the Tenancy Support Team (TST) North, as well as managing various specialised projects aligned with the core service objectives. TST North operates under two distinct services funded by the Greater London Authority (GLA): TST North (main contract) caters to 1200 clients housed through the Clearing House Scheme, offering tenancy and Move-on support, while TST North PRS support to 200 clients accommodated in Private Rented Sector Accommodation.

In this role, the Head of TST holds overarching responsibility for leading and motivating a team of over 50 staff members. They are tasked with ensuring the delivery of exceptional services, meeting targets, and providing clients with the highest quality support to help them sustain their tenancies. The Head of TST must demonstrate keen commercial acumen, utilising key performance indicators (KPIs) and outcome data to positively influence service delivery and inform future commissioning strategies. They are also expected to foster strong relationships with the 60 Registered Provider Landlords associated with the Clearing House scheme.

The post holder must be agile and dynamic in engaging and managing diverse stakeholder relationships across all North London Boroughs to ensure that each client receives a holistic offer of support to better prepare them for Move-on. There is a

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strong focus on developing and nurturing partnerships with Private Rented Sector landlords and agents to achieve Move-on targets effectively, as this is the predominant Move-on route for most of those in the service. Moreover, there is a significant emphasis on continuously refining processes, policies, and procedures to align with the service's core objectives and adapt to evolving service delivery landscapes, such as changes in funding priorities or introducing new bespoke projects.

## Key accountabilities

### Leadership of TST North service

- Lead, motivate, and develop Team Managers, both individually and as a team.
- Act as the primary contact for TST stakeholders, fostering strong positive relationships with commissioners and all partner agencies.
- Take responsibility for developing and monitoring consistent good practices, quality, and health and safety in line with our aims, objectives, values, and policies.
- Stay updated on legislation and policy matters affecting TST's work and ensure this knowledge is shared within the organisation.
- Complete monthly and quarterly contract monitoring for compliance and prioritise timely data capture across the service.
- Establish SLAs, Terms of Reference, and Data Sharing agreements with all Housing Providers across the service, reviewed annually.

### Finance

- Monitor project income and expenditure in line with SHP's financial procedures.
- Collaborate with the Financial Controller, Assistant Director, and Director to review service costs and identify savings in response to commissioner requirements.

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## **Staff Leadership and Management**

- Ensure thorough induction for all new staff members and develop induction programs as necessary.
- Provide supervision and conduct annual appraisals to staff directly reporting to the post holder and ensure availability of supervision and annual appraisal to all staff within teams.
- Act following disciplinary and grievance procedures, taking the lead in investigation/decision-making where appropriate.
- Assess and deliver training needs of staff within the TST, consulting SHP L&D Team as required.

## **Service Development**

- Take direct responsibility for building the team and setting up new service elements, contributing to associated tenders and funding applications.
- Collaborate with the Assistant Director to identify gaps in provision, develop and implement a strategy to develop the service, maintain existing contracts,
- Ensure staff understand that the management of risk is everyone's responsibility, fostering a progressive, honest, and open environment.

## **Health & Safety**

- Ensure all duties and responsibilities are carried out in compliance with relevant legislation, regulations, and organisational policies and procedures.
- Attend relevant training and seek specialist advice as necessary to meet responsibilities.

## **Safeguarding Children and Vulnerable Adults**

- Work with SHP's senior accountable officers for adult safeguarding to identify areas for improvement in practice and services.
- Ensure staff are committed and fulfil their duty to safeguard children and vulnerable adults in line with SHP policies.

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## Information Security & Data

- Comply with organisational requirements to protect personal and confidential information, supporting the management of information security risks.
- Ensure staff comply with data quality and client record requirements.
- Work with the data team to develop new methodologies for better evidence of service impact in specialist areas.

## General/Other

- Proactively review and evaluate own performance, identifying and acting upon areas for improvement and development.
- Undertake any other duties compatible with the level and nature of the post as required by more senior members of staff.
- Demonstrate an understanding of and commitment to diversity & equality.
- Be willing to work outside of normal office hours occasionally (time off in lieu will be granted).
- Be flexible in response to changing organisational requirements.

This job description covers the current range of duties and will be reviewed periodically. Changes will be agreed upon whenever possible, but SHP reserves the right to amend this job description if necessary.

## Technical and professional know-how needed for position



**When completing your application, you will be required to address (using examples) some of the points below**

### Experience and Knowledge

- Experience of networking, leading, and influencing change with current and potential stakeholders to deliver new services and actively maintain good working relationships on both a day-to-day and strategic basis.

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- Experience of leading a service delivery team or teams in either a supported housing, advice, homelessness, or other relevant environment.
  - Experience of financial planning for service delivery; budgetary responsibility and control.
  - Demonstrated experience in initiating and setting up new projects utilising a project management approach, ensuring thorough planning, clear objectives, and effective implementation strategies.
  - Experience of producing, analysing, and interpreting complex reports and statistics for use in service monitoring or planning.

## Skills and Abilities

- An enthusiasm and well-developed skill for placing service users at the heart of service delivery and developing services based on their experience.
- Ability to manage multiple service priorities and commissioner/external stakeholders' demands and to remain motivated in a demanding and target-driven role.
- A strong understanding of the techniques aims and objectives of working with street homeless people, including those facing multiple disadvantages.
- Wide-ranging knowledge of housing pathways and Move-on routes for people moving from housing with support to independence (hostels, Private Rented Sector, and social housing).
- A wide-ranging knowledge of housing law and statutory responsibilities