

Role Title	Accommodation Procurement Manager
Job Family	Resident Services
Competency Level	Principal Officer/Manager
Pay Range / Scale	P04
Purpose	
<p>To manage a team responsible for the procurement of all types of cost-effective accommodation for homeless households such as temporary accommodation and private sector accommodation for discharge of homelessness duties in partnership with accommodation providers, other Councils and agencies.</p> <p>Accommodation.</p> <p>To maximise the supply of cost-effective procurement opportunities to reduce the reliance on expensive temporary accommodation.</p>	
Generic Accountabilities	Result/Outcomes
Plan and organise work to ensure the delivery of those aspects of the service for which responsible.	<p>Work is completed on time and to the quality and standards required.</p> <p>Changes to priorities are accommodated.</p> <p>Service is delivered to organisational requirements and reflects customer and stakeholder requirements, within organisational constraints.</p> <p>Professional and legal compliance is assured.</p>
Undertake / support consultation procedures. Identify issues, resolving as appropriate and escalating complex problems if necessary.	<p>Activities are undertaken according relevant guidelines / regulations / procedures.</p> <p>Customer / stakeholder views are available to inform recommendations.</p> <p>Data and measurements are accurately recorded.</p>
Collate process and analyse complex information. Ensure all required records and information are maintained correctly.	<p>Information / applications are processed according to procedure.</p> <p>Information is managed efficiently and accurately.</p> <p>Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies.</p>

<p>Prepare and present results / responses / reports / recommendations.</p>	<p>Accurate, complete and relevant information / reports are provided for internal and/or external use.</p> <p>Issues are clearly summarised; progress and implications are reported.</p> <p>The council's position is clearly stated.</p>
<p>Provide authoritative advice, guidance and support to colleagues, customers and stakeholders. Respond to and investigate enquiries / escalated complaints.</p>	<p>Information, advice and support are accurate, timely and constructive.</p> <p>Problems are identified.</p> <p>Issues are managed through to a satisfactory conclusion or escalated if appropriate.</p> <p>Risk to the Council / customers is minimised.</p>
<p>Contribute to identifying and delivering information / activities to support service delivery / promote the service area /.</p>	<p>Requirements are effectively identified.</p> <p>All materials / activities are delivered to the required standards and timescales.</p> <p>Information / activities achieve desired results.</p>
<p>Challenge customers' practice and minimise risk, referring concerns to line manager.</p>	<p>Customer risks are assessed.</p> <p>Relevant health, safety and welfare requirements are met.</p>
<p>Work closely with others to clarify changing requirements. Identify, recommend and support the development and delivery of improvements. Contribute to the development and implementation of policies, procedures and systems.</p>	<p>Improvement opportunities and plans to achieve them are identified and recommended.</p> <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Changes are effectively communicated to others.</p>
<p>Lead projects or improvement programmes, or contribute to the delivery of larger projects</p>	<p>Practical, effective solutions are developed and delivered in accordance with legislative requirements and good practice guidelines and address any relevant environmental / conservation / technical / design issues.</p> <p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>All project documentation and reports are completed correctly.</p>

Support others in their development, including external organisations / customers where appropriate.	Identify any changes that may impact the service / profession. Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).
Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Model, demonstrate and promote good practice relevant to the role.	Relevant work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them. Positive feedback is received from stakeholders. Communications are clear, well planned and effective. Best practice is shared and promoted.
Support partnership agreements and partnership working within area of responsibility.	Activities which support partnership working are effectively delivered. Partnership working groups produce valid and timely outputs.
Contribute to service / business plans for area of responsibility and to wider service planning and development activities. Contribute to budget planning as required.	Service / business plans reflect input.
Review procurement strategies in the context of changing demand and cost pressures, recommending the approach to reduce cost and maximise benefits to the Council.	New strategies in place, cost reduction achieved.
Quality check documents, decisions and / or presentations before delivery	All work meets the required standards
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Job Specific Accountabilities:	
To manage a team of officers responsible for the procurement of properties to meet the Council's statutory duties across a number of service areas	Council's obligations met at the lowest possible costs
To assist the Head of Accommodation Options in the expansion of the	Increased digitisation of procurement function

Dynamic Purchasing System to incorporate as many accommodation procurement arrangements as possible	
To recommend to the Head of Accommodation Options cost-effective agreements with a range of accommodation providers within the borough and elsewhere, maximising the number of properties available.	Holistic service provided to customers in housing need; expenditure on accommodate across the Council on kept as low as possible
To assist in the development and marketing of private sector accommodation options households who approach the Council for assistance	Options developed and effectively promoted.
To work with private sector landlords to ensure that we maximise the opportunities available through the sector to reduce reliance on temporary accommodation- this includes maximising out of London opportunities .	Landlord offers developed and households rehoused in line with policy.
To work closely with managers in Housing Solutions, Families, Early Help, the `no recourse` team and other colleagues to deliver a streamlined procurement process meeting the needs of all participating services	Achievement of a single streamlined business process for all procurement of accommodation
To ensure that the Procurement Team maximise the supply of Private Sector properties across the Country to reduce the number of households requiring or occupying temporary accommodation.	Reduced expenditure on the General Fund
To monitor expenditure on all forms of accommodation brokered by the team, and to ensure the use of the service's database, the DPS and other sources to provide regular reports on spend and other key deliverables	Savings from the introduction of a more centralised procurement function identified Accurate management information for all participating teams Consistency of practice across the Council in relation to the procurement of accommodation
To develop robust systems and processes to ensure that all payments relating to acquisitions are timely paid in line with contractual arrangements and the Council's policies and procedures.	Financial procedures adhered to

Nature of Contacts

Typically involves Heads of Service and Senior Managers across the authority, and external agencies and organisations providing advice.

Work directly with colleagues internal and external, other providers and external agencies to gather and exchange information and co-ordinate actions.

Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.

Provide specialist advice, guidance and support on issues within area of responsibility; develop and maintain joint working and promote the Council position.

Consult with stakeholders to identify requirements. Communicate changes in policy and working practice to contacts.

Procedural Context

Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation.

Plans own time and co-ordinates the work of others. Plan, organise and deliver interventions and actions. Responsible for professional advice, assessments or referrals.

Exercise professional judgement in assessing stakeholder requirements, potential risk and quality assurance of service. Monitor and evaluate performance / service delivery, ensuring all parties are informed of progress / issues as required.

Provide support to customers, colleagues and other stakeholders through applying knowledge of systems, procedures and best practice.

Responsible for meeting performance standards within a policy framework and regulatory guidelines. Accountable for proper use and security of information, resources, equipment and/or facilities within area of responsibility.

Use initiative to deal with complex issues and respond appropriately in an unpredictable work environment. May involve isolated working outside core hours.

Key Facts and Figures

Reports to: Head of Accommodation Options

Responsible for; Accommodation Procurement Officers S02 x 4

Resourcing

Budget Responsibilities:

Incentives Budget circa 500K pa

Devolved responsibility to authorise expenditure on special schemes, e.g. incentive payments

to accommodation providers

Reviewing cost effectiveness of accommodation schemes and recommending the most economically advantageous options.

Knowledge, Skills and Experience

Experience of leading and motivating a team of officers to achieve defined outcomes and targets in a pressured environment.

Experience of defining performance outcomes, monitoring performance and acting to improve performance

Ability to communicate effectively to a broad range of stakeholders

Experience of writing complex correspondence and reports.

Experience of working with landlords and agencies to acquire properties.

Good knowledge of relevant legislations affecting this area – HB Subsidy and welfare reform/ procurement law/ Housing Health & Fitness Regime / Homes fit for Human Habitation.

High level of IT skills working with a data base and software applications to produce letters and reports effectively, and to extrapolate, present and analyse key data to drive service improvements

Ability to work across service boundaries and to deliver a consistent and cost-effective approach to procurement for the full range of accommodation duties accepted by the Council

Working knowledge of homelessness legislation; knowledge of the broader housing environment and of the Councils duties towards children in need and households with no recourse to public funds

Ability to engage effectively with private sector landlords and agents and to promote the benefits of working in partnership with the service to meet housing need

Ability to work constructively with other services and agencies and to negotiate successful outcomes for the service and its customers

Indicative Qualifications

Degree level education or equivalent through training and work experience.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual

objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed