Role Title	Housing Domestic Abuse Project Manager
Job Family	Place Directorate
Competency Level	Principal Officer/Manager
Pay Range / Scale	PO5

Purpose

To develop and manage complex projects aimed at improving the housing services response to domestic abuse. To identify, plan and deliver cross-departmental service improvement and contribute to strategic thinking and cultural change. To ensure the service complies with relevant legislation, regulations and policies.

Generic Accountabilities	End Result/Outcomes
Plan and organise work to ensure the delivery of those aspects of the service for which responsible.	Work is completed on time and to the quality and standards required. Changes to priorities are accommodated. Service is delivered to organisational requirements and reflects customer and stakeholder requirements, within organisational constraints. Professional and legal compliance is assured.
Undertake / support consultation procedures. Identify issues, resolving as appropriate and escalating complex problems if necessary.	Activities are undertaken according relevant guidelines / regulations / procedures. Customer / stakeholder views are available to inform recommendations. Data and measurements are accurately recorded.
Collate process and analyse complex information. Ensure all required records and information are maintained correctly.	Information / applications are processed according to procedure. Information is managed efficiently and accurately. Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies.
Prepare and present results / responses / reports / recommendations.	Accurate, complete and relevant information / reports are provided for internal and/or external use. Issues are clearly summarised, progress and implications are reported. The council's position is clearly stated.

Provide authoritative advice, guidance and support to colleagues, customers and stakeholders. Respond to and investigate enquiries / escalated complaints.	Information, advice and support are accurate, timely and constructive. Problems are identified. Issues are managed through to a satisfactory conclusion, or escalated if appropriate. Risk to the Council / customers is minimised.
Contribute to identifying and delivering information / activities to support service delivery / promote the service area /.	Requirements are effectively identified. All materials / activities are delivered to the required standards and timescales. Information / activities achieve desired results.
Challenge customers' practice and minimise risk, referring concerns to line manager.	Customer risks are assessed. Relevant health, safety and welfare requirements are met.
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.	Improvement opportunities and plans to achieve them are identified and recommended. Agreed improvements are developed, delivered and evaluated. Changes are effectively communicated to others.
Lead projects or improvement programmes, or contribute to the delivery of larger projects	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. Projects are delivered to agreed specification, timescales and budgets. All project documentation and reports are completed correctly.
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.
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:	**End Result/Outcomes**
Regularly deals with complex and contentious matters relating to domestic abuse on behalf of the housing service.	Resolution of complex and contentious matters related to domestic abuse. Council and housing senior leadership are provided high-level support to understand and promote key domestic abuse relevant policy objectives.
Advocates to improve housing domestic abuse responses and support provision, through persuasion and influencing of housing senior leadership in line with Council and national policy objectives.	Building the Council housing service's reputation for excellence in responding to domestic abuse. Increased awareness and accountability of senior leadership in prioritising domestic abuse.
Represents the Council and housing service on domestic abuse matters in liaising with MOPAC, DAHA, and national specialist services.	Contributes to London-wide and national improvements to domestic abuse services and responses. Council and housing service represented at external domestic abuse partnership meetings, panels, and consultations.
Manage the Domestic Abuse Housing Alliance (DAHA) accreditation and	Council continues to maintain accreditation.

lead ongoing work to achieve, maintain, and improve accredited status.	
Support senior managers to identify, manage and mitigate risk within the service and develop strategies to address complex issues and gaps in provision.	Senior managers have strategic understanding of key domestic abuse issues in their service areas.
Guide and make recommendations on strategic responses to domestic abuse within the housing service in line with corporate objectives and relevant legislation, regulations and policies.	All internal domestic abuse policies and procedures are delivering positive outcomes and are compliant with relevant legislation and regulations.
Advise on and interpret key policy and legislative changes to support the development of internal policies, strategies, programmes, and practices.	Key policies are in line with legislative changes and internal strategies and programmes are compliant with relevant legislation and regulations.
Lead on relevant consultation responses, needs assessments and calls to evidence (or similar) from national Government and Regional Government as appropriate.	Consultation responses are delivered in a timely manner with input from relevant stakeholders.
Engage with internal operational services and stakeholders to ensure accountability to improving the housing response to domestic abuse through effective communication and coordination of services.	The housing Domestic Abuse Lead Champions Network is engaged in wider domestic abuse programme and making active contributions to improve the service. Chairing regular meetings with Senior Leaders within the housing service domestic abuse strategy. Presenting regular updates to Housing Senior Leadership Team on the domestic abuse programme.
Enhance partnership working with external agencies and stakeholders and manage effective communication with local DA and VAWG providers.	Partnership working enhanced with key stakeholders including police, local VAWG providers, and MOPAC.
Act as lead housing representative at relevant strategic partnership boards and manage housing engagement at operational multi-agency forums.	Represents housing services at the quarterly LBWF VAWG Strategic Partnership Board. Consistent, effective housing representation and engagement at multi-agency forums.

Nature of Contacts
Frequent contact with Senior Managers, Heads of Service, Project Sponsors, Senior Responsible Officers and senior representatives from external organisations in both the public and private sector. Report to and brief Housing Senior Leadership Team on programme.

Represent the housing service at cross-departmental meetings and forums as appropriate. Represent the Council and housing service with external partner organisations including local refuge providers and at meetings such as the VAWG Providers Network.

Lead partnership working with internal / external services and work closely with colleagues across the authority, partner agencies, and other stakeholders. Successfully motivate and influence staff / stakeholders to maintain ongoing engagement in partnership working. Provide specialist advice, guidance and support on issues within area of responsibility and promote the Council position.

Communicate with officers, service users, elected Members, and relevant external partners such as MOPAC and local housing associations through the Housing Compact. Communicate changes in policy and working practice to contacts. Deal with people at all levels confidently, sensitively and diplomatically.

Responsible for managing project teams where appropriate and required by the project. Lead internal champions network and coordinate actions.

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. To manage personnel involved in various projects to ensure that they meet their objectives and contribute effectively to project deliverables and ensuring that communication is maintained between all stakeholders throughout the project lifecycle.

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. Thinking creatively to ensure high performance in the service.

Use initiative to resolve and provide specialist guidance/ support on complex issues within a framework of policy and procedures. Creative and innovative problem solving of complex issues, often in situations where there is ambiguity, and a significant degree of judgement is required in relation to risks outside the remit of existing policy. Think and act strategically in decision making in a complex professional and political environment.

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.

Key Facts and Figures

Reports to Head of Housing Strategy and Partnership.

Responsible for delivering work to improve the housing response to domestic abuse under the Domestic Abuse Programme.

Occasionally the post will be expected to work from other locations.

Resourcing

Budget Responsibilities:

Project budgets, MOPAC DASA grant funding (£162k), Housing DA Training Programme

Supervisory Responsibilities:

Indirect management of relevant colleagues as appropriate and within a project team. Oversight and supervision of internal network. May be required to undertake line management of a small number of staff if appropriate.

Knowledge, Skills and Experience

- Extensive knowledge of domestic abuse and Violence Against Women and Girls (VAWG) and its impact on survivors.
- Knowledge of domestic abuse legislation and its implications for local authorities and housing services.
- An understanding of the disproportionate impact of violence and abuse on women and girls and that domestic abuse / VAWG are a cause and consequence of gender inequality and a manifestation of misogyny.
- An understanding of how a housing service operates and challenges it faces.
- Experience of leading projects or service improvements in a public sector setting.
- Excellent partnership working skills and experience of developing / leading partnerships with VAWG providers, statutory safeguarding partners, and voluntary and community sector organisations.
- Experience of developing policies, guidance, or protocols and implementing these in practice.
- Strong project and programme management skills, including managing multiple priorities and delivering at pace with minimal supervision.
- Excellent written and verbal communication skills, including experience of report writing, presenting high level briefings, and influencing senior stakeholders.
- Authoritative knowledge of relevant processes, systems, policies and procedures and confidence in advocating and embedding innovative, intersectional and trauma-informed approaches.
- Experience in and ability to research, analyse, and interpret data, building evidence to develop innovative solutions and inform strategic decision-making.
- Authority and skill in building trusted relationships, facilitating engagement, and navigating sensitive issues through organisational and political complexity.
- Excellent time management skills to effectively prioritise and manage a complex workload with conflicting and changing demands.
- Good ICT skills - both standard Microsoft applications and specialist systems.

Indicative Qualifications

Educated to degree level or equivalent standard / relevant experience

Recognised project management accreditation is desirable but not essential – e.g. Prince2, Managing Successful Programmes, AMP, Agile

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