

London Borough of Lambeth

JOB DESCRIPTION

Job Title: HFU Service Managers

Grade: P05

Department: Adults Social Care

Business Unit: Homes For Ukraine

Responsible to: Programme Lead

Responsible for: Team Leaders and Training Service Improvement Officer

The post is 8 months fixed term contract, with a possibility of extension.

Lambeth Homes For Ukraine Scheme (HfU) has been set up to support Ukraine guests and Lambeth sponsors through all stages of the government's home matching scheme to help people fleeing Ukraine to seek sanctuary. The team is responsible for providing information about the scheme, conducting onboarding interviews, recording and escalating issues, signposting to local services, wider council departments as well as commissioned providers. The team is responsible for ensuring all safeguarding and home checks are completed and that guests and sponsors receive payments in a timely manner.

The HfU team works both remotely using MS Teams as well as in person from Town Hall or Civic Centre in Brixton. The Service runs five days a week on a shift basis presently 9am to 5pm on weekdays although this could be scaled up if demand requires and the Service Manager may be required to work outside of regular hours from time to time.

Main purpose of post

1. Reporting into the Programme Lead, overseeing delivery of Lambeth's Homes for Ukraine programme, ensuring the project is suitably staffed and well-resourced to follow the operational plan and all government guidance.
2. To regularly review work streams to ensure that the programme is delivering against its core objectives and where necessary take steps to mitigate against issues that affect service delivery, whilst being focused on continually making improvements.
3. To ensure Lambeth's Homes for Ukraine policies and procedures are in-line with national and local programme guidance. To monitor guidance regularly for updates and take appropriate action to update staff and alter procedures accordingly.
4. To support the Programme Lead in the commissioning of service providers to support the project.
5. To build excellent working relationships with internal and external partners to identify service gaps and contribute to service planning and commissioning through robust and targeted service development based on the knowledge and needs of people that are known to the service.

6. To have a thorough knowledge of the operational plan and all software and data sets used for HfU including, Foundry portal, app, Nintex forms and mosaic. To be able to provide the Programme Lead and colleagues within Lambeth up-to-date information, running reports as required and ensure that all project recording is up-to-date.
7. To oversee the handling of decision making for complex cases. To support team in recording and progressing cases and to be aware of all risks within the project, escalating to Programme Lead and ASC colleagues as necessary.
8. To manage communications between the programme team, commissioned services and service users of the project. Identify gaps and opportunities to improve relations with all stakeholders through informed, appropriate and regular communications.
9. To be responsible for Line Management of Team Leaders and Training Service Improvement Officer. Supporting staff in their roles as well as being focused on their professional development.
10. To work with the HfU Team to implement tools to measure customer satisfaction for guest and sponsors engaged with Homes for Ukraine project.

Key Accountabilities

1. To ensure all checks and project responsibilities for guests and sponsors identified within the project are being undertaken as per the operational plan. This includes but not limited to; welfare, safeguarding, DBS, fraud, home inspections and integration meetings.
2. To review and monitor services or activity to support best practice and standards.
3. Lead on management initiative to address demand, resourcing and meeting agreed outcomes.
4. To manage triaging systems for prioritisation of cases to be contacted and/or escalated.
5. To work collaboratively with internal and external stakeholders and national/London-wide teams to ensure changes in national HfU guidance are reflected in the practice of the Service team.
6. To work with colleagues to ensure local data and forecasting influences Lambeth's approach to HfU.
7. To manage the Training Service Improvement Officer with the implementation of a strategy to recruit and retain staff.

8. To authorise payments for sponsors and guests as necessary. To ensure the team are processing payments in a timely manner.
9. To manage the continuous development of the programme by staying abreast of changing requirements and cascading information within team.
10. To manage robust ways of evidencing the effectiveness of HfU project in the borough and reporting findings on a local level.
10. If designated, lead on complaint resolution and FOI requests. Learning to support Team Leaders to identify and resolve complaints or queries in a timely and appropriate manner to improve service quality and address practice issues where they arise in line with Council's complaint policy and procedure.
11. To produce papers, reports and relevant project documentation to ensure tight and controlled governance of the HfU team and for analysis and review of project on an ongoing basis.
12. To work with the team to identify and implement measures to monitor and improve customer satisfaction within the service.
13. To deputise for the Programme Lead as required.
11. To undertake any other duties that may be required. These may be varied from time to time to meet the needs of the service.

General

1. To take responsibility, relevant to the post, for ensuring that Council statutes and government legislation is upheld. This includes, amongst others; Management Compliance Charter, Environmental Policy, Data Protection Act, Race Equality Action Plan, Quality Assurance Plan, Health & Safety, Sustainable Construction and Recycling..
2. Take responsibility, appropriate to the post, for ensuring compliance with council policies and procedures aimed at promoting and safeguarding the welfare of vulnerable children and adults.
3. To take responsibility, appropriate to the post, for tackling racism and promoting good race, ethnic and community relations,
4. To work flexibly in undertaking the duties and responsibilities of this role and participate as required in multi-disciplinary cross-department and cross-organisational groups and task teams.

		<p>It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A)</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.</p> 	
	Code		Shortlisting Criteria
Key knowledge	K1	Experience in a project/programme management or project assurance role	A✓
	K2	An understanding of the pressures and challenges with running a project such as Homes for Ukraine project	A✓
	K3	Advanced knowledge of MS packages Excel, Word, Teams and PowerPoint (essential)	A✓
Relevant experience	E1	Demonstrable experience in a similar service environment, demonstrating service improvement, training and delivery (essential)	A✓
	E2	Experience in developing policies and procedures to ensure a high standard service (essential)	A✓
	E3	Proven experience of networking at all levels with the ability to build relationships to achieve objectives and improve business	A✓

		processes and delivery of outcomes (essential)	
	E4	Excellent time management skills with proven experience of dealing with a variety of complex workstreams, projects, service improvement and service reviews, prioritising as required	
	E5	Experience of business planning and service improvement within a local authority environment, or another large organisation (desirable)	
Core Behaviours	B1	<p>Focuses on People</p> <ul style="list-style-type: none"> Is about considering the people who our work affects, internally and externally. It's about treating people fairly and improving the lives of those we impact. It's about ensuring we have the right processes in place. 	
	B2	<p>Takes Ownership</p> <ul style="list-style-type: none"> Is about being proactive and owning our personal objectives. It's about seizing opportunities, driving excellence, engaging with the council's objectives, and furthering our professional development. 	
	B3	<p>Works Collaboratively</p> <p>Is about helping each other, developing relationships, and understanding other people's roles. It's about working together with colleagues, partners, and customers to earn their respect, and get the best results.</p>	A✓
	B4	<p>Communicates Effectively</p> <ul style="list-style-type: none"> Is about how we talk, write and engage with others. It's about using simple, clear, and open language to establish positive relationships with others. It's also about how you listen and make yourself open to conversation. 	

B5

Focuses on Results

- Is about ambition and achievement. It's about orienting ourselves towards the end product and considering the effect of our service. It's about making the right impact, having the right result and changing things for the better

A✓