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| **Post title:** | Graduate Trainee Housing Needs |
| **Grade:** | E, F and G |
| **Responsible to:** | Housing Options Manager |
| **Staff managed:** | None |
| **Directorate:** | Community Development |
| **Service:** | Housing Needs |
| **Job family:** | **OS - Operational Support**  |
| **Date of issue:** | March 2024 |

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| Job context |
| The Council’s housing needs responsibilities include the management of the Housing Options and Homelessness Teams across the Localities. Overseeing the provision of an efficient and effective housing options service and ensure that the Council meets its statutory obligations under the Housing Act 1996 Part 7, Homelessness Reduction Act 2017 and related legislation. Working with the Housing Options manager in ensuring that the team comply with the prevention, relief and main housing duties under the Homelessness Reduction Act 2017. The provision of an effective Homelessness and Refugee Support service and the operational management of temporary accommodation and Supported Accommodation used for homeless prevention initiatives. Contributing to and delivery of the Council’s Housing Strategy and development and implementation of the Homelessness and Rough Sleeper Strategy.In order to illustrate the scope of duties and responsibilities of the service these may be broadly categorised under the following headings:* Housing Options
* Homeless Prevention
* Accessing the Private Rented Sector
* Housing Support
* Temporary Accommodation
* Supported Accommodation
* Refugee Support

In addition the postholder will have the ability to spend time in other housing services such as;* Private Sector Renewal
* Housing management and Landlord Services
* Homes and Places
* Delivery and Partnerships

Benefits of working and learning in the service:* Experience of working in a busy Council service
* Opportunity for graduates from a Housing or related discipline to apply and develop technical knowledge and skills
* Learning from highly experienced Housing options officers and other specialists
* Opportunity to take responsibility for your own caseload where appropriate
* Developing confidence in your own judgment
* Improving your communication and negotiation skills
* Experience of working in partnership with other organisations, such as Adult Social Care, Children’s Social Care, Police, Registered Providers, Voluntary organisations

All graduates are expected to participate in the ‘corporate graduate development programme’ – the content is as follows:-* Managers Induction
* Aspiring Managers Webinar
* Line Manager Leadership Programme
* Middle Managers Programme
* Equality, Diversity & Inclusion Course
* Personal Resilience & Wellbeing Webinar
* Project Management Course
* Access to on line learning resources, including Ashridge Management College & Learning Nexus
* Graduate Network membership, including attending graduate network meetings and peer support
* Mentor support
* Graduates will be offered the appropriate management skills training if they have staff to manage during their programme or to support their permanent placement following the graduate programme.
* This role involves spoken communications so a confident use of English language is required. (front line customer facing roles only).

Job specifics: The role offers the opportunity to gain experience of all aspects of Housing Needs work including:* Support the Housing Options Manager to review risk assessments for the service
* Support the Housing Options Manager in delivering an efficient and effective housing needs service.
* Support the Housing Needs Service managers with gathering and collating data to assist with Service delivery changes
* Assisting the Housing needs Service Managers with benchmarking and collation of best practice for service development
* Assist with HR processes as and when required
* Assist with file management for the service
* Organise stationery orders and management of post
* Assist with website updates and intranet updates
* Assistance with the day to management of temporary accommodation
* Assist with updating literature
* Assisting with the submission of bids for government funding and grant programmes
* Support for data collection, reports for HRA, rough sleeper work and support services
* Provide low level support with clients on North Yorkshire Home Choice applications, assistance with benefits, budgeting to support the team
* Website testing / reviewing
* System testing to assist with database configuration
* Shadowing front line officers to develop knowledge of Housing Act and Homelessness legislation
* Data cleansing in line with GDPR responsibilities
* Internal and external communications
* Attending internal and external partnership meetings where appropriate
* Assistance with performance management analysis
* Any further duties required for service continuity

Graduates who join NYC are expected to:* achieve the objectives set for them;
* ask for help/clarity where needed;
* develop their knowledge through self-directed study – further research, reading and questions;
* fully participate in all training opportunities through on the job experience, mentoring and coaching and formal training and learning;
* work toward becoming professional member/associate where appropriate;
* make the most of the opportunities available within NYC; and
* demonstrate NYCs expected behaviours of:
* focussing on customers and communities;
* taking responsibility;
* working together;
* acting with integrity
* building a culture of continuous improvement and innovation; and
* leading by example.
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| **Job Purpose:** | **Typical graduate placements are required to deliver a range of projects within an area of specialism within the Council to effectively meet the organisation’s needs** |

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| Operational management: | * Deliver a quality service to internal and/or external customers as required;
* Provide a complete ‘end to end’ service delivery, establishing ownership and closure as needed.
* Support on the development, delivery and evaluation of interventions, including training and workshops to managers on the specifics for the project/service area.
* Support the corporate lead for a specialist subject area including acquiring and maintaining specialist knowledge, supporting on related policy and processes.
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| Resource management: | * Identify and recommend appropriate action to service manager, and develop and implement guidance and action plans to enable and facilitate the delivery of key initiatives.
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| Partnerships: | * Working with staff from across the different services of the Council and partner organisations in some cases to support the efficient and effective delivery of services and achievement of project objectives.
* Ensure links between the project and stakeholders are developed and maintained to provide an efficient service.
* Develop an understanding of the wider role of the Council
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| Policies and Projects: | * Contribute to policy development, consultation and implementation process.
* Support on Directorate and Corporate projects as appropriate with support from relevant service colleagues.
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| Communications: | * Provide advice and guidance on the area of the service delivery the graduate is placed within as part of the project development and implementation.
* Clearly communicate the requirements of the project and prepare clear written reports on progress and analysis carried out.
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| Systems and information: | * Utilise management information to facilitate achievement of objectives.
* Use a range of computer systems to manage and progress case work, analyse and report on relevant data and to maintain effective communication.
* Adopt new ways of working when new systems are introduced
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| Person Specification: |  |
| Essential | **Desirable** |
| Knowledge and Experience* Good understanding of how policies/procedures can be applied in practice to result in required outcomes.
* Experience of project work
* Experience of managing a busy workload within set deadlines
 | * Good knowledge of relevant legislation
* Knowledge of change management processes
* Experience of working in a corporate and political context
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| Occupational Skills* IT skills and ability to interpret and analysis data
* Communication, presentation and interpersonal skills
* Problem solving skills and the ability to find innovative solutions
* Influencing and negotiating skills
* Commitment to the performance management culture with the ability to set high standards, deliver objectives and challenge managers appropriately
* A coaching based approach to support managers and develop
* Delivering briefings and training to managers/other staff
* Flexibility and ability to work with ambiguity
 | * Policy formulation skills
* Coaching/mentoring
* Policy implementation skills
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| Behaviours [link](https://www.northyorks.gov.uk/your-council/our-role-structure-and-objectives#accordion-content-0-0) |  |
| Professional Qualifications* Education to first degree level
* Good standard of literacy and numeracy to level 2 or equivalent
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| Other Requirements* Team worker/collaborative working
* Self-motivated and commitment to equal opportunities
 | * Some roles will require the ability to travel across the County.
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| Career progression: |
| * The post is a 2 year development post which can be tailored (within reason) to meet the career aspirations of the postholder.
* The first 6 months will focus on learning the business of the team. In the second 6 months the postholder would take on more independent project work, in the second year they will be expected to manage a project independently with oversight rather than close supervision. They will also fully understand the nature of the business and be able to suggest organisational/operational change/developments as part of the leadership team.

Pay progression will be based on performance review at 6 months and then 12 months as follows: * Months 1-6 spinal point 6, Grade E
* Months 7-12 spinal point 9, Grade F
* Months 13-24 spinal point 13, Grade G
* At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
* As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.
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| Structure |
| Community Development**Housing Needs team**19.41 FTE Housing Options Officer 11 FTE Homeless Prevention Officer 5.5 FTE Temp Accommodation Officer 2 FTE Housing Options (private sector) 2 FTE Refugee Support Officer4.54 FTE Housing Options Assistant1.0 FTE Accommodation Housekeeper**2 Housing Graduates****Housing Needs team)**15.7 FTE Housing Options Officer 10 FTE Homeless Prevention Officer 1 FTE Housing Options (private sector) 2 FTE Refugee Support Officer0.5 Temporary Accommodation Officer1 FTE Housing Options Assistant**3.5 FTE Housing Graduates**0.6 FTE Housing Support (vulnerable People)4.64 FTE Derwent Lodge (Project Officer, Support Officer & Support Assistant)0.85 Housekeeper |

NB – Assessment criteria for recruitment will be notified separately.
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.