

## Job Description

<b>Job Title</b>	Housing Solutions Booking & Accommodation Supervisor
<b>Directorate</b>	Neighbourhoods & Housing
<b>Service Area</b>	Housing Solutions
<b>Grade</b>	6
<b>Competency Level</b>	2
<b>Salary</b>	£34,314 - £38,628
<b>Job Type</b>	Hybrid
<b>Location</b>	Cunard Building
<b>Disclosure and barring service (DBS)</b>	Not Required
<b>Job Evaluation Ref No</b>	A9689

## Job Purpose

To manage and oversee a team of Booking and Accommodation Support Officers and an apprentice, ensuring the efficient and effective delivery of emergency, interim and temporary accommodation services for homeless households. This role also includes close collaboration with the Commissioning and Contract Manager to plan workstreams, flag performance concerns and issues experienced with accommodation providers, and ensure compliance with housing policies and service agreements. The Supervisor will provide leadership, guidance, and training to the



team, fostering a collaborative work environment and ensuring high-quality service delivery for homeless clients.

### **Directly Responsible For:**

Housing Solutions Service Booking and Accommodation Support Officers

Housing Solutions Service Booking and Accommodation Support Apprentice

### **Directly Responsible To:**

Housing Solutions Accommodation Co-Ordinator

## **Main Areas of Responsibility:**

### **Leadership and Team Management**

- Provide day-to-day management of the Booking and Accommodations Officers / Apprentice, ensuring tasks are completed efficiently, accurately, and to a high standard. Offer guidance, mentorship, and support to resolve challenges and promote positive outcomes
- Actively contribute to building a collaborative, inclusive, and professional team culture. Address challenging situations constructively and manage performance issues in line with organisational policies
- Conduct performance appraisals, set clear targets, and identify training and development opportunities to enhance individual and team capabilities. Ensure the team has access to appropriate resources and opportunities to thrive

## **Operational Oversight and Compliance**

- Oversee adherence to housing legislation, including the Housing Act and Homelessness Reduction Act, ensuring processes such as Section 208 notifications and s188 offer letters are accurate and timely
- Ensure accommodation provided meets the specific needs of households, including bedroom requirements and accessibility standards, while maintaining compliance with legal and organisational guidelines
- Ensure timely accommodation bookings, accurate quality checks, and effective client support, monitoring outcomes against departmental objectives and KPIs

## **Stakeholder and Contract Management**

- Build strong relationships with internal teams, landlords, and external providers to ensure the delivery of high-quality accommodation services. Resolve service gaps and maintain communication to support smooth operations
- Support the Commissioning and Contract Manager in monitoring accommodation provider performance, resolving disputes, and developing contracts and service agreements that meet organisational needs

## **Data and Reporting**

- Ensure accurate recording of accommodation bookings and quality documentation. Collaborate with the Quality Assurance team to produce reports on performance, compliance with contractual agreements, and client satisfaction
- Monitor and enhance data management systems, ensuring updates are implemented and processes align with organisational goals

## **Strategic Development and Policy Implementation**

- Actively participate in improving accommodation booking processes, aligning service delivery with strategic goals, and ensuring compliance with legislation and policy. Provide feedback on team performance and suggest operational improvements
- Implement organisational policies, including health and safety, HR processes, and operational procedures, ensuring they are consistently applied across the team. Undertake additional duties as required, including preparing reports and covering during staff absences

### **Other**

- To carry out any other tasks reasonably required of the post holder commensurate to the grade

## **Supervision and Management Responsibility:**

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively

## **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

## **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

## **Physical Demands of the Job:**

- The job would include using a computer and sitting at a desk for prolonged periods of time

## **Corporate Responsibility:**

- Contribute to the delivery of the Council Plan and Housing strategies
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

## **Competency Framework:**

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills

required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **2**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- Level 3 qualification (or equivalent) in a relevant to homelessness, housing, social work equivalent or related field, or extensive proven experience in a similar role (A)

### Desirable

- Training in mediation, conflict resolution, or mental health awareness

## Experience

### Essential

- Experience in a supervisory or team leader role within housing, homelessness, or social services context (A/I)
- Demonstrable experience in performance management, including conducting appraisals and managing team development (A/I)
- Knowledge of performance management frameworks and HR best practices (A/I)
- Experience managing HR processes such as recruitment, attendance management, and team wellbeing (A/I)

- Knowledge of local housing systems and services with a good understanding of housing policies, procedures, and standards (A/I)
- Experience of safeguarding and promoting the welfare of clients (A/I)

## Desirable

- Experience managing relationships with accommodation providers or contract management
- Familiarity with performance management frameworks for accommodation providers
- Knowledge of homelessness legislation (e.g., Housing Act, Homelessness Reduction Act)

## Skills/Abilities

### Essential

- Strong leadership, coaching, and mentoring skills with an ability to assess performance and identify areas for improvement (A/I)
- Ability to motivate and inspire a team, fostering positive morale and high levels of engagement (A/I)
- Excellent communication and interpersonal skills, with the ability to build strong relationships with team members and external stakeholders (A/I)
- High level of attention to detail and accuracy in handling data (A/I)
- Strong problem-solving and decision-making skills (A/I)

### Desirable

- Ability to negotiate and resolve conflicts effectively
- Proficient in using work management systems



- A proactive and solution-focused approach to challenges
- Flexibility and adaptability in response to evolving service needs

## Commitment

### Essential

- Empathy, patience, and resilience when dealing with vulnerable individuals in crisis (A/I)
- Commitment to equality, diversity, and inclusion in service delivery and staff management (A/I)
- High degree of professionalism and integrity (A/I)

### Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Commitment to continuous professional development

## Other

### Essential

- Flexibility in providing support throughout the area and in meeting deadlines as required (A/I)

### Desirable

- Willingness to represent the service or directorate at meeting out of normal office hours