

Job Description

Job Title	Housing Solutions Front Door Manager
Directorate	Neighbourhoods and Housing
Service Area	Housing
Grade	10
Competency Level	3
Salary	£54,916 - £60,640
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not Applicable
Job Evaluation Ref No	A9684

Job Purpose

The Housing Solutions Front Door Manager will be responsible for overseeing and leading the teams that are the initial point of contact for individuals and families facing homelessness. This role is key in ensuring that those seeking support are promptly assessed and provided with appropriate housing solutions, resources, and services. The manager will lead the "Homeless Front Door" team to ensure timely, efficient, trauma informed and compassionate service delivery, focusing on preventing homelessness where possible and providing immediate support to those in crisis.



Directly Responsible For:

Housing Solutions Assessment and Prevention Coordinator

Housing Solutions Complex Case Team Leader

Housing Solutions Out of Hours Team Supervisor

Refugee and Migration Housing Team Leader

Directly Responsible To:

Head of Housing Solutions

Main Areas of Responsibility:

Leadership and Management

- Lead and manage the Housing Solutions Front Door team, ensuring effective triage, assessment, and support for individuals and families experiencing homelessness or at risk of losing their home, and to deputise for the Head of Housing Solutions on all operational matters as appropriate
- Provide strategic oversight and leadership, direction, training, and development to the team, ensuring they understand and adhere to the protocols, policies, and best practices for frontline homelessness services, with all staff being accountable to the relevant legislation
- Actively contribute to building a collaborative, inclusive, and professional team culture. Address challenging situations constructively and manage performance issues in line with organisational policies

Person-Centred, Trauma-Informed Service Delivery

- Ensure that the Front Door service delivers high-quality, trauma-informed person-centred support to individuals and families in a timely manner, in line with the Homelessness legislation
- Monitor team performance and service delivery, ensuring that clients are appropriately assessed and directed to the correct services, including temporary accommodation, case management, and housing support, developing and implementing clear procedures for managing referrals, emergency housing placements, and prevention interventions, in line with the statutory duties

Collaboration and Partnership Working

- Work closely with other teams within the homelessness service, housing providers, and partner agencies to ensure a seamless strategic and operational approach to managing the client's journey through the homelessness pathway
- Lead multi-agency initiatives to prevent homelessness by identifying and addressing issues early, such as financial difficulties, relationship breakdowns, poor health, and tenancy issues, in accordance with the Homelessness legislation
- To represent the Housing Directorate and actively participate in relevant boards within the Local Authority, including Adult Safeguarding, Corporate Parenting and Domestic Abuse Boards to ensure that the service is meeting the corporate and strategic objectives of the Local Authority
- Ensure integration with other services such as health and social care, in line with the Care Act 2014, which requires local authorities to assess and support individuals at risk of homelessness due to care and support needs

Compliance with Legislation and Best Practices

- Ensure that all Front Door operations comply with national and local homelessness legislation, policies, and guidelines, ensuring regular reviews to meet statutory and legal regulations
- Ensure the maintenance of accurate records of customer interactions and assessments, ensuring all relevant information is captured and reported in line with data protection requirements

Performance Monitoring and Reporting

- Provide regular reports to senior management, committees, and cabinet as required on Front Door service delivery, including performance, customer outcomes, and any emerging issues or trends
- Ensure accurate reporting of homelessness statistics and outcomes, providing detailed information on the number of homelessness applications, outcomes, and the assistance provided to applicants
- To have shared responsibility for spend of £20m budget and collaborate with teams to reduce costs where possible through proactive management and ensuring excellent service delivery

Continuous Improvement and Service Delivery

- Continuously assess and improve the accessibility, efficiency, and effectiveness of the Homeless Front Door services, with a focus on reducing delays in accessing support, in accordance with the duty on local authorities to take timely action in assisting individuals and families at risk of homelessness
- Input into and lead on the relevant elements of the Homelessness and Rough Sleeping Strategy, ensuring successful delivery of strategic objectives

Other

- Any other tasks relevant to role commensurate with 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
- Monitor financial performance and deliver within budget
- Monitor financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies
- Explores different options for funding and income generation
- Shared responsibility for £20m budget

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:

- This is a hybrid role and expects that working from home practices follow the Council's Health and Safety Policy and Procedure together with the Agile Flexible Working policy

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
- Represent the local authority in external meetings or forums, advocating for improvements to homelessness prevention and response services
- 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 competency **level 3**.

[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

- Degree / formal qualification in a relevant discipline such as Law, Social Work, Public Health or a related field, or substantial recent and demonstrable experience in a relevant area (A)

Desirable

- Membership in a relevant professional body (e.g. CIH - Chartered Institute of Housing)
- Professional qualification in Housing (e.g. CIH Level 5) or equivalent is desirable

Experience

Essential

- Substantial experience of delivering a busy front line homelessness function, including managing team leaders, and ensuring compliance with statutory and legal requirements (A,I)
- Extensive experience in the delivery of early intervention, prevention, and homelessness relief services, with a clear understanding of relevant legislation including the Homelessness Reduction Act 2017, Housing Act

1996, and Homelessness Act 2001. Proven ability to ensure that services meet legal and statutory responsibilities (A,I)

- Experience of working with and interpreting housing legislation, including the Homelessness Reduction Act and other relevant guidance (A,I)
- Demonstrable experience in leading and motivating a team to deliver high-quality services (A,I)
- Experience in embedding partnership working with internal teams and external agencies (such as social care, housing providers, and health services), and representing the service at operational management meetings, including risk panels, Children's Social Care audits, and MARAMs (A,I)

Desirable

- Experience in leading the implementation of homelessness and rough sleeping strategies, particularly in the context of local government or a large service provider

Skills/Abilities

Essential

- Exceptional leadership, team management, and interpersonal skills, with the ability to motivate, mentor, and supervise staff effectively. Proven ability to manage performance and resolve challenges in line with organisational policies (A,I)
- Excellent communication and interpersonal skills, with the ability to engage effectively with stakeholders at all levels and proven influencing skills when representing the service at senior meetings, panels, and forums (A,I)
- Strategic thinking and problem-solving skills to develop and implement innovative housing solutions (A,I)

- Proven ability to manage competing priorities and deliver results under pressure (A,I)
- Ability to remain calm and effective under pressure and manage challenging situations with professionalism and empathy (A,I)

Desirable

- Experience in advanced data analysis and reporting tools, including creating and interpreting complex reports, and presenting findings to senior management

Commitment

Essential

- A proactive commitment to attending and contributing to scrutiny panels, committee meetings, and other governance forums. This includes providing updates on service delivery, reporting on performance, and contributing to discussions on service improvement, risk management, and policy development (A,I)
- Collaborative and inclusive approach to working with colleagues and stakeholders and a commitment to equality, diversity, and inclusion (A,I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Commitment to delivering high-quality services and achieving positive outcomes for residents

- A genuine desire to help individuals and families in housing crisis, demonstrating empathy and dedication to providing the best possible outcomes for service users
- Commitment to continuous professional development and staying updated on legislative changes

Other

Desirable

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