

Job Description

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

Job Purpose

To lead on all matters relating to data and intelligence collection ensuring the highest integrity of data across specific systems to ensure effective reporting, monitoring and continuous improvement contributing to the delivery of excellent customer service.

To develop and embed a performance culture within the service and work towards a predictive model for managing those at risk of homelessness. This role will also be



responsible for measuring the impact of procured contracts ensuring excellent contract management and always ensuring best value.

The post holder will manage a diverse team and provide key insights, guidance, and analysis to support decision-making, policy development, and strategic planning across the housing directorate. They will ensure statutory reporting is completed accurately and on time, supporting the service in securing funding allocations critical to service delivery.

Directly Responsible For:

Housing Solutions Contract and Commissioning Manager

Housing Solutions Data and Intelligence Analyst

Housing Solutions Quality Assurance and Systems Administrator

Housing Solutions Reviews Officer

Directly Responsible To:

Head of Housing Solutions

Main Areas of Responsibility:

- Lead and support a multidisciplinary team promoting a collaborative and high-performing team culture focused on utilising appropriate systems to provide quality data, contract compliance and continuous improvement
- Develop and implement performance frameworks and other reporting mechanisms to monitor the effectiveness of services
- Ensure robust systems and service accountability are in place to track key performance indicators (KPIs) and deliver positive service outcomes ensuring continuous improvement by identifying areas for development and implementing solutions

- Oversee audits, risk assessments, and compliance checks to safeguard the integrity and accountability of the service
- Ensure all statutory reports, including returns to central government, are completed accurately and on time and provide strategic advice to senior managers on potential impacts and funding opportunities
- Oversee the management of contracts and commissioned services, ensuring value for money, risk management and alignment with strategic priorities
- Monitor supplier performance and ensure contractual obligations are met
- Oversee the development and maintenance of IT systems to support Housing Solutions activities
- Provide key insights, reports, and recommendations to senior managers and senior leadership team
- Contribute to the development of policies and strategies that align with corporate objectives and address local housing challenges
- Work with the Head of Housing Solutions to manage budgets effectively, ensuring financial resources are aligned with service priorities
- Build and maintain effective working relationships with internal and external stakeholders, including other council departments, government agencies, and third-party providers
- Actively contribute to building a collaborative, inclusive, and professional team culture. Address challenging situations constructively and manage performance issues in line with organisational policies
- 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
- Contribute to the monitoring of the budget for PRS move on and TA delivering within budget and seek savings and efficiencies by exploring opportunities to draw other funding where appropriate
- Agree, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies
- Explores different options for funding and income generation

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 role may involve long periods of screen use and sitting and focus

Corporate Responsibility:

- Contribute to the delivery of the Council Plan and relevant Housing strategies and directorate plans
- 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 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, Housing, Business Management, Public Administration, or a related field. Or substantial recent and demonstrable experience in a relevant area (A)

Desirable

- Professional qualification in Housing (e.g., CIH Level 5) or equivalent is desirable

Experience

Essential

- Experience managing multidisciplinary teams, with a proven track record of delivering high-quality services (A/I)
- Demonstrable experience in performance management, compliance assurance, and service improvement (A/I)
- Proven ability to manage budgets and resources effectively in a public sector environment (A/I)
- Strong understanding of data analysis, reporting, and IT systems relevant to housing services (A/I)

Desirable

- Experience of working within of homelessness legislation, policies, and statutory duties, particularly the Housing Act 1996 and Homelessness Reduction Act 2017
- Experience in preparing statutory reports and maximizing funding opportunities for a public service
- Experience in contract and commissioning management, including monitoring supplier performance

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)
- Strong analytical and problem-solving skills, with the ability to interpret complex data and develop actionable insights (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)
- High levels of organisational skills, with the ability to manage multiple priorities and deadlines (A/I)
- Proficient in the use of IT systems, including housing management software and Microsoft Office applications (A/I)
- Proven ability to manage competing priorities and deliver results under pressure (A/I)

Desirable

- Strategic thinking and decision-making skills, with the ability to align operational activities with broader objectives

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

