

Job Description

Job Title	Housing Solutions Rough Sleeper Commissioning and Contract Manager
Directorate	Neighbourhoods & Housing
Service Area	Housing – Housing Solutions Service
Grade	9
Competency Level	2
Salary	£51,356 - £56,673
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not Applicable
Job Evaluation Ref No	

Job Purpose

Working with the Head of Housing Solutions and members of the directorate management team to drive and implement the fast-paced transformation of the Housing Solutions services. You will be responsible for assisting in delivering better outcomes for people, improved value for money, and a suitable and high-quality accommodation offer for those in immediate housing need in Liverpool, in line with our strategic priorities including those set out in the Liverpool Homeless and Rough Sleeping Strategy.



This role will provide the oversight and operational management of quality assurance and contract performance across all contracted and commissioned accommodations within the Housing Solutions service.

The post holder will provide the Directorate with assurance that emergency and temporary accommodation contracts are providing accommodation of acceptable quality, ensuring the safety, wellbeing, and quality of life of residents and supporting them to achieve positive housing outcomes.

The post holder will also be responsible for assuring delivery of contract outcomes and key performance indicators through effective contract and relationship management of commissioned and contracted providers in line with the Council's Contract Management Framework, assuring best value.

The Quality Assurance and Contract Manager will also take responsibility as required, for aligned coordinators responsible for undertaking activity linked to contracted and commissioned services, Quality Assurance and property compliance management.

To note, the post holder may also be required to support other managers within the service, as required, and under the direction of the Head of Housing Solutions.

Directly Responsible For:

Not Applicable

Directly Responsible To:

Housing Solutions Performance and Quality Manager

Main Areas of Responsibility:

- To operationally support the quality assurance systems, processes, relationships, partnerships and contract monitoring systems to ensure the



delivery of effective quality assurance, contract monitoring and evaluation of emergency and temporary accommodation

- Support and monitor providers to deliver safe and consistent services that focus on client satisfaction including dignity and respect, whilst ensuring outcomes, as detailed in the commissioning and contract specification, are achieved
- Support and monitor services to operate effective quality management systems that guarantee consistency of performance and compliance with the Council's agreed service specifications
- Use data to analyse, track and report on the performance of services, using local and national data, benchmarking against industry standards and national guidelines where appropriate
- Work directly with providers or contractors to directly co-produce improvements to services or the maintenance of contracting performance. To use co-production as a way of delivering continuous improvement
- To encounter and read documentation from Housing Solutions service areas that is upsetting/sensitive in nature, as it assists as a reference in decision making in the relevant areas of work
- To directly work with providers at times of service failure to deliver improvements or to provide direct oversight of the delivery of service under the direction of the Head of Housing Solutions
- To support the development and implementation of a comprehensive Quality Assurance Framework that in line with delivery expectations and approaches to service quality monitoring across all aspects of Housing Solutions provision, providing assurance that statutory duties are being effectively discharged at all levels of service
- To support the Housing Solutions Performance and Quality Manager and Housing Solutions Accommodation Co-Ordinator in monitoring providers and key internal service level agreements, Contracts, through site visits, surveys and desk-based monitoring. Oversee planned and ad hoc, informal and formal

feedback to providers, and supporting providers to improve practices where required

- To Support the quality assurance and contract monitoring functions in line with national legislation, local policy and rules (including Council Standing Orders, Financial Regulations and Procurement Rules), best practice and research
- To review and continuously work with providers to improve service delivery, making recommendations for change where appropriate, including those brought about through legislation, and ensuring that such change is managed effectively through effective partnership working with delivery agents
- To support services operationally by delivering quality assurance monitoring processes of services by using a range of tools appropriate for the situation and measure findings against an agreed set of benchmarks
- To support the delivery and implementation of procedures and systems to evaluate accommodation standards and service delivery levels provided apply such procedures in conjunction with operational/registered/responsible managers of services
- To use systems and processes that analyse and interpret data and qualitative information and use such data to write and present detailed reports to help with service improvement and business planning
- To support the approach to market failure with providers and other partners to support an operational approach that is solution focused, intelligent (uses data effectively), safe and transparent
- To monitor contracts (from award) to review performance against contract, service delivery, outcomes for people and value for money
- To work with contractors to deliver improvements when those are highlighted in the monitoring and review process and to pursue legal penalties as when required as part of that process including the use of contract defaults
- Where necessary take ownership of problems that require the need to interpret policies to determine a viable solution and, develop new procedures

or recommendations to changes to policy to avoid similar problems occurring in the future

- Take the lead to strongly influence and negotiate – often over contentious issues - with a variety of external partners where failure to negotiate a fair agreement would impact on the level of service delivery that can be achieved
- Take the lead on medium to long term projects and plans to implement new initiatives that are outlined in the wider strategies developed by the Head of Housing Lead
- To develop and maintain positive relationships with health, housing and social care providers, ICB and Council staff and elected members
- Actively contribute to building a collaborative, inclusive, and professional team culture

Supervision and Management Responsibility:

Not Applicable

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
- Explores different options for funding and income generation
- Cost centre duties to personally authorise expenditure

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

- Graduate level qualification or equivalent experience (A)
- Achieved / working towards a relevant professional, procurement or commissioning qualification (A)

Desirable

- Graduate with a relevant professional, procurement or commissioning qualification
- Project or programme management qualification
- Management qualification

Experience

Essential

- Experience of leading and managing staff (A/I)
- Experience in areas of commissioning, performance, procurement, or contract management (A/I/P)
- Experience of working within council service areas, housing and homeless services, or adult services or children's services (A/I)
- Experience of building and maintaining productive relationships including stakeholders and partners and developing co-produced strategic outcomes (A/I)

Desirable

- Experience of carrying out consultative customer exercises
- Experience of using management information, quantitative and qualitative for both performance monitoring and reporting

Skills/Abilities

Essential

- Well-developed negotiation and engagement skills (A/I)
- Ability to make logical and rational decisions in a timely manner and communicate them clearly (A/I)

Desirable

- Well-developed written, presentation and report writing skills, using effective language to convey convincing ideas and arguments and the ability to simplify technical and complex information
- Ability to build, inspire and motivate teams

Commitment

Essential

- Collaborative and inclusive approach to working with colleagues and stakeholders and a commitment to equality, diversity, and inclusion

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