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# Recruitment information

## Job description and person specification

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<b>Your title</b>	Housing Projects Manager (1 year, fixed-term contract)
<b>DBS check</b>	This post requires a basic DBS criminal check
<b>Post number</b>	Y00719
<b>Your team</b>	Housing Services
<b>You would be based</b>	Civic Centre, Esher
<b>Your line manager</b>	Housing Strategy and Enabling Manager

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## About the role

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Working as part of a team you will be working across a variety of projects, including the rehousing of Afghan and Ukrainians within the borough, along with any future arrivals through the UK government's resettlement programmes and helping manage the council's response to any future placement of asylum seekers within Elmbridge.

With rising homelessness pressures and demands for accommodation, you will also have the opportunity to use your project management skills to help successfully plan, delivery and review existing and new initiatives across the housing service, working with colleagues within the council and with partner agencies.

You will develop, review, and help deliver project documents, provide assistance and support to colleagues working on projects, help manage expectations, and work closely with clients, colleagues and partner agencies.

The roles are varied and will combine leading on some process and administrative work – e.g. submitting grant claims and activity data to government agencies to help the council's financial position, along with helping with problem-solving some direct contact with clients to resolve particular problems.

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## The main purpose of the role:

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Like many other local authorities in the UK, Elmbridge Borough Council is facing additional demands on our housing service due to a variety of reasons, including the government's Afghan resettlement schemes and the arrival of displaced persons from Ukraine, following Russia's invasion in February 2022. These demands, coupled with other pressures around the local housing market, are requiring the council and its partners to be agile and proactive in terms of developing and delivering solutions, whilst also anticipating likely future demands as well.

The council is acquiring homes in the borough to help meet these needs, as well as taking steps to increase the supply of temporary accommodation locally too, whilst also continuing to help clients to access suitable accommodation in the private-rented accommodation across the UK.

This role will have a particular focus on aligning these projects to ensure that they are successfully delivered, that staff working on the projects understand their roles and responsibilities, as well as day to day project management and problem solving

We are looking for somebody who is organised, skilled in using IT (Microsoft Office), empathetic and has a focus on the customer experience. You will need good communication skills and to be a team player and comfortable working in a fast-moving environment. You should have experience of working in a housing or projects role, with experience of working on and delivering projects. You will have knowledge around project management and delivery, and experience working with Ukrainian, or Afghan refugees will be preferable.

## Specific duties and responsibilities

### **General Duties**

1. To work across Housing projects to ensure, support and coordinate successful delivery.
2. To identify opportunities to improve service delivery
3. To liaise with partner agencies and stake holders – such as charities, landlords, job centre etc both on individual cases and more general liaison
4. To assist the Housing Strategy and Enabling Manager in delivery of projects
5. Manage project staff on an ad hoc basis

### **Specialisms**

6. Understanding of project management and project delivery
7. An understanding of housing, affordable housing, resettlement schemes and the challenges around these areas
8. To assess and conduct analysis where required and present results and put forward recommendations to the head of service
9. Understanding and experience of data led service design
10. Assist with assist with budget/resource/ funding management in accordance with the requirements of the projects, including leading on collating, making and submitting claims to government for funding in accordance with funding instructions or government guidance
11. To manage the administration involved in projects
12. To be responsible for the timely and accurate reporting of data requests to government agencies.
13. To work positively and proactively with outside agencies involved in the resettlement of families – e.g. letting agents, local authorities in which the housing is located, the Home Office, the North Surrey Family Support Team etc
14. Ensure processes and procedures are compliant with all relevant guidance

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## **What's missing?**

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Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

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## **Your conduct**

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We expect the highest standards of conduct from our employees and at all time you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

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## **Equal opportunities**

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We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

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## **Health and safety**

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We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

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## **Personal and sensitive data**

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You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

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## **Talent development**

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We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

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## **Confidentiality**

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We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

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## Person specification

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**Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.**

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

**What you need to tell us on your application form:**

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom.

**Housing Project Manager (1 year-fixed term contract)Team: Housing Services**  
**Salary:** £44,599 - £49,132 pa (PO38-42)

**Post no:** TBC  
**Hours:** Full time  
**Car allowance:** C4 (occasional car user)

## Qualifications and education

No.	Key requirements	Desirable/essential	To be tested by: Application1 (A) Test (T) Interview (I)
1	Educated to A-Level standard (including GCSEs or equivalent (A-C) in English Language and Maths	E	A
2	Qualification in project management	D	A/I

## Experience

No.	Key requirements	Desirable/essential	To be tested by: Application1 (A) Test (T) Interview (I)
3	Significant experience in delivering high quality face to face services to the public –	E	A
4	Experience in delivering support and advice to vulnerable groups, refugees etc	D	A / I
5	Experience of providing housing advice around housing options	D	A / I
6	Experience in building and maintaining relationships with private landlords, lettings agents in the private-rented sector and / or other housing providers	E	A/I
7	Direct experience of successfully managing or supervising projects in relation to housing / resettlement or welfare, preferably demonstrating use of project management tools to support delivery	D	A/I

## Knowledge, skills and abilities

No.	Key requirements	Desirable/essential	To be tested by: Application1 (A) Test (T) Interview (I)
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8	Understanding and appreciation of equality and diversity	E	A / I
9	Working knowledge and appreciation of safeguarding	E	A/I
10	Understanding and awareness of the challenges facing refugees and asylum seekers	D	A/I
11	Organised – able to gather and collate and record information and undertake administrative tasks	E	A / I
12	Problem-solving skills – able to arrive at and present solutions	E	A/I
13	Skilled in using resources effectively – able to manage time, prioritise tasks and multi-task	E	A/I
14	Skilled in developing and documenting processes and engaging with colleagues to ensure their practical, day-to-day use	E	A/I
15	Communication skills – to communicate clearly and sensitively with guests, colleagues, landlords and other stakeholders. Good written and spoken English	E	A / I
16	To be experienced in using a range of IT software – outlook, excel, word and proficient in manipulation of spreadsheets and other data-sources to respond quickly and accurately for data requests	E	A/I
17	A sound working knowledge of welfare benefits and its relation to meeting housing costs and a good understanding of tenancy law.	E	A/I
18	Holds a full valid UK driving license	D	A