



JOB DESCRIPTION

Job Title	Service Manager – Housing Options		
Directorate	Housing General Fund		
Reporting to	Head of Homelessness and Housing Options		
Grade	9		
Evaluation ref:	RP302	Job Family ref:	
Role Purpose			
<p>To lead and manage the Housing Options teams, ensuring the effective and consistent delivery of statutory homelessness and rehousing duties across Somerset. The role provides strong operational leadership and acts as the main point of escalation for complex and high-risk cases — including Multi-Agency Public Protection Arrangements (MAPPA), dangerous offenders, domestic abuse and safeguarding concerns — applying high-level problem-solving, negotiation and conflict-resolution skills to ensure robust, lawful and defensible decision-making.</p> <p>Working collaboratively with partners, the postholder drives high-quality, customer-focused homelessness prevention, ensures compliance with statutory duties, promotes best practice, and contributes to service planning, continuous improvement, and the development of a positive, high-performing culture within the wider Housing service.</p>			
Accountabilities			
Statutory Duties & Service Delivery			
<ul style="list-style-type: none">• Ensure the Council's statutory homelessness, prevention and rehousing duties are delivered in line with legislation, case law and the Homelessness Code of Guidance.• Manage the day-to-day delivery of a proactive, prevention-focused and customer-centred Housing Options service, using data, customer feedback and local market insight to shape practice, resolve issues early, improve processes, and ensure consistent, high-quality interventions.• Lead and oversee high-risk, complex and contentious cases — including Multi-Agency Public Protection Arrangements (MAPPA), Multi Agency Risk Assessment Conference (MARAC) domestic abuse, dangerous offenders and serious safeguarding concerns — applying high-level problem-solving, negotiation and conflict-resolution skills to manage risk, coordinate multi-agency responses, and ensure timely, lawful and defensible decision-making.• Undertake S202 homelessness reviews, Homefinder Somerset banding reviews, and contribute to Domestic Homicide Reviews (DHR'S) and Serious Case Reviews.• Ensure appropriate use of Council funds to prevent and relieve homelessness.			

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Operational Leadership

- Oversee day-to-day operations including case allocation, workload management and ensuring timely customer contact.
- Demonstrate high-level problem-solving, negotiation and conflict-resolution skills to manage complex situations, secure positive outcomes and support robust, defensible decision-making across the service.
- Provide operational leadership to Housing Options teams, ensuring effective recruitment, induction, supervision, wellbeing, performance appraisals, and personal development.
- Lead on staff deployment, rota management and resource planning to meet service needs.
- Ensure all staff comply with Health & Safety, lone working procedures, GDPR and corporate policies.
- Act as an escalation point for service issues and operational risks.
- Management of Senior Housing Options Officers ensuring oversight of data quality and Case Management.

Performance, Quality & Compliance

- Drive effective performance management using KPIs, dashboards and quality assurance checks.
- Ensure accurate, comprehensive case recording and high levels of data quality to inform service planning.
- Ensure oversight and delivery of regular case audits to ensure compliance with legislation, processes, and best practice.
- Monitor trends, complaints, causes of homelessness, and identify improvement actions.
- Lead and support service critical projects, including accommodation supply, legislative updates and service transformation.
- Contribute to service standards, policy development and continuous improvement initiatives.

Partnerships & Representation

- Build strong working relationships with internal services, housing associations, voluntary sector partners, health, social care and criminal justice agencies in order to deliver our statutory duties in the most effective way.
- Represent Housing Options at multiagency forums such as MAPPA, MARAC and operational partnership groups in order to help with creative problem-solving and joint working of cases.
- Provide professional advice and support to other council teams and partner agencies.
- Liaise with Elected Members and Senior Officers, ensuring high quality communication and briefings., this includes dealing with stage 1 and 2 complaints, briefing on legislation changes and advising on complex cases.
- Lead on operational development as subject area specialists influencing multi-agency projects.

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Leadership & Culture

- Foster a positive, supportive, inclusive and high performing culture within the Housing Options service.
- Promote resilience, teamwork, professional behaviours and continuous learning.
- Identify team development needs and support upskilling, including around domestic abuse, mental health, safeguarding and customer vulnerability.
- Deputise for the Head of Homelessness & Housing Options and other Service Managers as required.

General Responsibilities

- Ensure compliance with Council policies, procedures and Equality, Diversity & Inclusion commitments.
- Manage financial authorisations and resources effectively.
- Support risk assessment development, review and implementation.
- Undertake any duties commensurate with the role.

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
In-depth knowledge of homelessness legislation including Housing Act 1996, Homelessness Act 2002, Suitability Order 2012, HRA 2017 and Domestic Abuse Act 2021-depth knowledge of homelessness legislation including Housing Act 1996, Homelessness Act 2002, Suitability Order 2012, HRA 2017 and Domestic Abuse Act 2021	x	
Strong understanding of safeguarding adults and children, including thresholds and procedures	x	
Knowledge of MAPPA, MARAC, DHR's and Serious Case Reviews	x	
Detailed knowledge of accommodation duties and suitability requirements of accommodation.	x	
Understanding of financial pressures and cost-effective service delivery-effective service delivery	x	
Knowledge of GDPR, data protection, and information governance	x	
Able to analyse complex data, produce evidence-based reports and present findings to senior forums.	x	
Awareness of health & safety requirements including lone working	x	
Knowledge of strategic housing issues and wider housing market pressures		x
Knowledge of the Homefinder Somerset policy and understanding of the allocation of Social Housing		x



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Experience		
Significant experience delivering statutory homelessness and housing options services	x	
Experience managing or supervising staff within a high-pressure operational environment-pressure operational environment	x	
Demonstratable experience managing complex and high-risk casework, including MAPPA, MARAC, domestic abuse, dangerous offenders and safeguarding concerns, with a proven ability to lead robust risk management, multi-agency coordination and defensible decision-making. -risk cases including MAPPA, MARAC, domestic abuse and safeguarding	x	
Experience in undertaking statutory homelessness reviews (S202) or similar legal/appeal-based decision-making-making	x	
Experience working with partners including police, probation, health, social care and voluntary sector	x	
Experience managing safeguarding concerns within an operational team.	x	
Experience in performance management, Quality Assurance and service improvement		x
Experience of service transformation and implementing new working practices to deliver continuous improvements at a strategic level		x
Experience working in local government or a similar complex organisation		x
Experience authorising homelessness prevention payments funded through the Homelessness Prevention Grant, ensuring appropriate use of public funds, clear audit trails, and compliance with national guidance and local policy.		x
Qualifications / Registrations / Certifications		
Relevant professional qualification in housing, social care or related field (e.g., CIH Level 4+)	x	
Training in safeguarding, domestic abuse, MAPPA/MARAC or risk management	x	
Enhanced DBS (adults workforce).	x	
Evidence of continuous professional development		x
Management or leadership qualification		x
Project management training/qualification		x



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Skills		
Strong leadership skills with the ability to motivate, support and develop staff	x	
Ability to manage workload pressures, prioritise and make defensible decisions	x	
High-level problem-solving, negotiation and conflict resolution skills	x	
High-level problem-solving skills, particularly in high-risk or complex case scenarios	x	
Excellent written and verbal communication skills, with the ability to influence decision-making at senior levels and present complex information clearly	x	
Ability to embed person-centred, trauma-informed and strengths-based approaches across all operational and strategic activity.	x	
Ability to translate strategic priorities into operational delivery plans.	x	
Ability to identify, assess and mitigate operational and service level risks. -level risks.	x	
Ability to build effective relationships with partners and influence at all levels	x	
Ability to lead audits, reviews and continuous improvement activity, ensuring compliance with legislation, safeguarding, health & safety and data protection requirements.	x	
Ability to analyse data, monitor performance and drive service improvement and planning	x	
Competent in case management systems and Microsoft Office	x	
Ability to lead service critical projects to deadlines-critical projects to deadlines	x	
High levels of emotional intelligence, resilience and reflective practice.	x	
Ability to represent the service at senior-level meetings and multi-agency forums.	x	
Ability to influence partners and negotiate outcomes at a strategic level.	x	
Working Conditions		
<p>Ability to travel across the county as required. Hybrid working between office and remote working.</p> <p>Occasional working outside of normal hours to support staff on duty, and/or to help deal with emergencies and the ability to attend meetings outside of office hours. This role will mainly be required to work during duty housing hours of 8.30am-5pm, but with some flexibility as per the Dynamic Working Strategy.</p> <p>A Disclosure and Barring Service (DBS) check is required for this role.</p>		

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Dimensions of the role

Somerset Council has approximately 8,500 households that approach the council for help about a housing issue each year and receives approximately 4,000 Homeless applications per year. As of January 2026, there were 375 households in temporary accommodation. There are approximately 14,000 households on the Homefinder Somerset Choice Based lettings scheme.

The Service Manager will be expected to manage a team of up to 10 FTE members of staff and oversee caseloads of 350 to 600.

The Service Manager will be focussed on managing the day-to-day delivery of this Authority wide service, focussing on the weeks and months ahead whilst inputting into longer term plans such as Council strategies to prevent and delay homelessness.

The Service Manager will work proactively with internal partners — including Public Health, Housing Benefits, Communications and Social Services — and external partners such as Social Housing Providers, Probation and SIDAS, to coordinate effective housing pathways, strengthen early intervention and prevention approaches, resolve complex cases, and ensure the service delivers timely, joined-up and customer-focused outcomes.

The Service Manager will authorise homelessness prevention payments, Temporary and Emergency Accommodation placements, and discretionary placements, making decisions that support effective use of resources, reduce future costs, and deliver improved outcomes for customers, while operating within established policies and recognising the budgetary implications of each decision

Working Arrangements

Somerset Council's Dynamic Working Strategy will be applied to this position.

Corporate Accountabilities

Ensure compliance with all relevant legislation, organisational policy, and professional codes of conduct to uphold standards of best practise.

Deliver the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do, ensuring team members are also aware of their responsibilities and maintaining their understanding that Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: 05/03/2026