

# Post Specification

## Post Specification - Key Information

- **Post Title: Hostel Team Leader**
- **Date: December 2025**
- **Post Group Number: 8912**
- **Job Family: People Care and Development**
- **Job Family Role Profile: PCD13**
- **Final Grade: Grade 14**

To be read in conjunction with the job family role profile.

## Service Area Description

The Housing (Homeless Persons) Act 1977, Housing Act 1996, and the Homelessness Act 2002, placed statutory duties on local housing authorities to ensure that advice and assistance to households who are homeless or threatened with homelessness is available free of charge. The statutory duty for homelessness for Westmorland and Furness Council sits within the Thriving Communities Directorate, specifically the Housing division.

The Hostel Team Leader works with colleagues in our Homelessness Service and with key partners to oversee the operational activity relating to the provision of temporary accommodation and associated support within the Council's Hostel in Kendal and temporary accommodation in Grange-Over-Sands.

The post has line management responsibility and supports the alignment and development of the homelessness service.

The post is technical in specialist areas of premises management and provision of homelessness support services, providing robust advice and support to staff and residents, and robust premises management ensuring compliance with legislation and key health and safety responsibilities.

## Purpose of this Post

To manage a team responsible for the delivery of the Council's statutory duties and powers in providing temporary accommodation and support to people experiencing homelessness in accordance with Homelessness Legislation, coordinating day to day activities, providing advice and guidance to team members.

To manage the effective operation of the Homeless Hostel and temporary accommodation units situated in Grange-Over-Sands. This includes premises management and ensuring the hostel operates compliantly with health and safety regulations and provides good quality temporary accommodation to residents, reporting any concerns and remedial works to the Asset Team.

## Key Job Specific Accountabilities

- To provide a specialist service for the provision of hostel services (and other relevant temporary accommodation units) and support through the direct line management of Hostel

staff, including the allocation of tasks and the review of actions undertaken to ensure agreed standards are met.

- To manage, motivate and support the development of staff within the Team in order to secure efficient performance of duties, including the recruitment of staff, undertaking performance appraisals and development reviews agreeing long term personal objectives (in line with the Council procedures and timescales), identifying training needs, delivering training and ensuring the continuous professional development of staff and the development of the Hostel Service.
- To provide supervision, mentoring and support to team members, and technical advice to other colleagues including:
  - Relevant legislation relating to running and managing premises.
  - The appropriate allocation of resources to facilitate access to accommodation
  - The supervision of hostel staff to ensure the secure storage of sensitive information and adherence to information sharing agreements
- To carry out regular case management internal reviews to ensure staff are working in compliance with the Homeless Reduction Act and Council policies and procedures, taking relevant action where required in collaboration with other Team Leader and the Service Manager- Homelessness.
- To coordinate all activities targeted at the reduction of temporary accommodation expenditure through early intervention and intensive support for resident to move on to independent living. This includes ensuring temporary accommodation stock is maintained, equipped and managed appropriately and provides a secure environment for homeless households.
- To provide information to support the submission of statutory returns, appropriate responses to Freedom of Information Requests, MP enquiries and complaints.
- To coordinate work with the Service Manager- Homelessness, in the relevant local areas to ensure that service delivery is consistent throughout Westmorland and Furness.
- To effectively monitor and interrogate performance data, implementing quality standards and policies and taking appropriate action to identify and implement initiatives to improve service delivery in conjunction with the other Team Leaders and the Homelessness Service Manager. This will include persuading team members and other colleagues in other service areas to adopt new working practices based on case law and industry 'Best Practice' guidance.
- To issue work and instructions to contractors and other suppliers and organise coordination of activities with own team including collection of appropriate inventory information and updating of records.
- To represent the Hostel Service at operational meetings as directed by the Service Manager- Homelessness where there is direct involvement with a case and attendance would facilitate a positive outcome.
- To represent the Council's and Directorate's best interests at all times by ensuring effective communications within the Council, with external organisations and the general public.
- To take part in effective liaison with internal and external stakeholders as part of the delivery of programmes and/or the relevant service.
- To keep abreast of developments in Homelessness legislation and practice and in providing a hostel service and updating colleagues accordingly.
- Undertake such other duties that are required from time to time and are commensurate with this position.

*Please note: Annual targets will be discussed during the appraisal process.*

## Key Facts and Figures of the Post

**Budget Responsibilities:** Operational authorisation spend on the hotel and other relevant temporary accommodation units as agreed by the Service Manager –Homelessness.

**Staff Management Responsibilities:** The post has direct staff Management responsibilities.

**Other:** Management of information relating to area of service.

## Essential Criteria

### **Qualifications and Knowledge**

- Minimum 5 GCSE's, including Maths and English or equivalent.
- A relevant professional qualification or be able to demonstrate significant equivalent relevant and demonstrable experience.
- In depth knowledge and understanding of homelessness legislation and all relevant national quality standards.
- An understanding of premises management.
- Understanding of the Equality Act 2010.
- Understanding of the General Data Protection Regulation.

### **Relevant Experience & Expertise**

- Demonstrable leadership skills.
- Considerable experience of carrying out risk assessments, health and safety checks and reporting these accordingly, maintaining accurate records and escalating/seeking professional advice when needed.
- Experience of working with people including vulnerable clients & those with complex needs, carrying out needs assessments and support plans.
- Experience and knowledge of safeguarding vulnerable adults and children.
- Experience of building effective partnerships and multi-agency working.
- Excellent written and verbal communication skills.
- Able to demonstrate effective problem-solving skills, work under pressure and prioritise unforeseen and urgent demands potentially involving conflict.
- Be approachable /non-judgemental and have an ability to show empathy.
- Ability to make decisions and take responsibility for actions.
- Excellent IT skills including the use of Microsoft Office.
- Be able to work outside of normal office hours, when required.

## Disclosure and Barring Service (DBS) Checks

This post requires a DBS check.

The level of check required is an Enhanced DBS with Children and Adult's barred list.

## Job Working Circumstances

### **Emotional Demands:**

- The role can be challenging with conflicting priorities of clients and pressures arising from reducing resources.
- Post holder would have responsibility for dealing with regular and intense emotional demands as their actions may cause genuine distress to the client group and it may be in conflict with their wishes and expectations of the service.

- Will involve working on multiple priorities at the same time.

**Physical Demands:**

- The role involves significant office presence and face to face contact with clients and partner organisations

**Working Conditions:**

- Post holder may experience considerable abusive and / or aggressive language and behaviour when working with the client group.
- Ability to manage challenging/adverse behaviour from client group on a regular basis.
- Participate in the out of hour's rota.
- Ability to Lone Work.

**Other Factors:**

- Requires the ability to travel around designated area to undertake duties to meet the needs of some client groups
- Requires hours to be worked on a rota/shift basis.
- Requires Sleep-in.
- Requires response to short notice rostered/shift hours to provide cover for unexpected staff absences.