PUBLICA

Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

Job title:	Housing Solutions Manager	**Location:**	WODC and other sites
Department:	Communities	**Service:**	Housing
Reports to:	Head of Housing Solution	**Working Hours:**	37 Hours
Job group:	Specialist Level 3	**Peer group no:**	PGG9
Business World Post number:	New position number	**Direct Reports (if applicable):**	TBC
FTE Salary:	£49,500 – £51,984 Per Annum + (26/27 NJC pay award pending)	**Contract type:**	Permanent

Main purpose of this specific role:	The postholder will lead and develop services to prevent homelessness wherever possible, maximise housing opportunities for residents and achieve excellent outcomes for customers. They will ensure services comply with all relevant legislation and statutory guidance and align with corporate priorities. On behalf of Publica, they will provide operational leadership for the Housing Solutions team in West Oxfordshire, ensuring services are high-quality, customer-focused and legally compliant. The postholder will also support the wider work of Housing Solutions, including: • Housing advice and housing options • Homelessness relief

	• Temporary accommodation • Rough sleeping initiatives • Refugee and resettlement programmes
Main Requirements of this specific role:	• Lead the Housing Solutions service and contribute as a member of the Housing Management Team. • Ensure delivery of all statutory homelessness functions under the Housing Act 1996, Homelessness Reduction Act 2017 and associated legislation, maintaining compliance with relevant regulatory, data protection and safeguarding requirements. • Lead and motivate the Housing Solutions team to deliver service plans, managing individual and team performance through effective supervision. • Oversee complex homelessness prevention, relief, duty decision-making and housing advice services. Provide a high level of expertise and act as a point of escalation. • Use benchmarking to identify and deliver service improvements, including digital access, self-service opportunities and wider service transformation. • Ensure services deliver excellent customer experiences and positive housing outcomes. • Develop staff through learning opportunities and succession planning, fostering a positive working environment that promotes innovation and collaboration. • Develop effective relationships with Registered Providers, health services, social care, voluntary organisations and other stakeholders. • Represent the Council and Publica at partnership meetings and multi-agency forums. • Work collaboratively with elected members and senior officers on housing matters. • Promote integrated approaches to homelessness prevention and housing support. • Monitor service performance against local and national indicators. • Develop policies, procedures and performance frameworks.

	• Manage service budgets and resources, monitor expenditure and maintain effective financial controls and governance, identifying opportunities to improve value for money.
Essential qualifications/skills/experience specific to this role:	• Degree-level education or equivalent experience in a relevant profession, with relevant professional membership or governing body qualification. • Technical knowledge to deliver the strategies and plans listed above. • Ability to manage ongoing change, with proven experience of service improvement and transformation. • Experience of managing complex cases and resolving issues and complaints through negotiation, remaining calm and confident in challenging situations. • Significant recent experience in local authority housing or similar, including leading and motivating a team and taking ownership of its strategic objectives. • Ability to capture and accurately record all relevant customer and company information. • Ability to manage own caseload independently, delivering commitments within tight deadlines and adapting plans with resilience to achieve required outcomes under pressure. • Excellent written and verbal communication skills • Competent in using a range of technology and software packages, including Microsoft and Google • Experience of budget management and resource planning. • Experience of successful partnership and multi-agency working with external organisations.
Desirable Requirements Qualifications, Skills and Abilities:	• Knowledge, understanding or experience of project management • Management qualification
	Generic Job Profile:

Main Purpose of a role within this job group:	The purpose of this role is to: • To be a trusted expert in providing guidance within the area of specialism and actively contribute to the direction of Publica • Contribute to the shaping of policy, influencing industry bodies, clients and colleagues to achieve long term business plan objectives of Publica • Maintain a broad awareness of issues affecting the public sector
Key Responsibilities of a role within this job group:	• Act as the professional expert in the service area and liaison between customers, suppliers and colleagues for mutual benefit with a view to developing good working relationships • Develop and implement tactical delivery plans that directly link into Publica's business plan • Manage a multi-disciplinary team on technical cases and projects to a highly efficient and effective standard • Make recommendations related to the area of specialism to improve Publica's effectiveness and efficiency in delivering services • Develop and build relationships with stakeholders, influence others and collaborate with other functions and external bodies • Implement and maintain an understanding of appropriate legislation, policy, procedure, business requirements and guidelines • Find solutions to non routine and often complex situations • Plan and monitor own workload, inputting and influencing other functions to meet deadlines • Mentor and train colleagues • Carry out duties with discretion, integrity and maintain confidentiality • Input into and support improving the key performance indicators • Undertake any other duties as reasonably required to do so

General Accountabilities:	• Safeguarding – The Council/Publica is committed to meeting its statutory and moral duties to safeguard and promote the welfare of children, young people under 18 years of age and adults at risk who are the recipients of its services and/or activities. • The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment • Work in compliance with the Codes of Conduct, Regulations and policies of Publica • To support the response to a major incident, including taking up a designated role within the emergency management framework
Special Conditions:	• There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business • You will be expected to work reasonable additional hours in line with the needs of the service • Full UK Driving License • Ability to travel/ access to a vehicle for work purposes • BPSS and Enhanced DBS required

Date reviewed:	10/11/2026	
Reviewed by:	Caroline Clissold	
Manager job title:	Head of Housing Solutions	
Date of issue:	10/11/2026	
Checked HRBP:	Siobhan Padfield	Date: 10/11/2026