

## What's it all about

Working across the Operations Directorate and reporting to the Tenancy Sustainment and Safeguarding Manager, you will ensure front-line staff have access to resources, training, and tools to effectively deal with safeguarding cases and support tenancy sustainment objectives.

Working with your team, your aim will be to increase the capacity of front-line staff to identify and deal with safeguarding and tenancy sustainment cases effectively and early.

Your work will contribute to our customer strategy objective helping residents to feel safe in their homes.

## How you'll make a difference

As a Tenancy Sustainment and Safeguarding team leader, you will have a pivotal role in the delivery of the tenancy sustainment and safeguarding strategies.

You will act as organisational lead and subject matter expert for safeguarding, keeping abreast of evolving legislation and best practice, strategically putting in place a safeguarding framework whilst building upon tenancy sustainment activities already delivered.

Key to your success will be close working with frontline teams to ensure staff have the information, training and tools required to support their residents with both safeguarding and to sustain tenancies.

## How you'll do it

### Staff supervision

- Management and supervision of tenancy and safeguarding officers ensuring high quality support is provided to teams.
- Identify progression, support and training needs in your team and put in place appropriate training and learning plans.

- Monitor your team's outputs to ensure performance KPIs and standards are met and swiftly address performance and conduct issues in line with NHG policy.
- Ensure a consistent and visible service is being delivered during busy periods and where staff are on leave or absent.
- Oversee your staff, ensuring they work collaboratively with teams putting initiatives in place to sustain tenancies and increase safeguarding referrals.
- Oversee the management of the grant giving programme and Hardship fund, ensuring funds are distributed according to criteria and objectives.
- Oversee the delivery of fundraising events which contribute to the hardship fund pot including the London Marathon and yearly raffle.

### Developing resources

- Develop a safeguarding framework which supports teams to be equipped to identify and manage safeguarding and tenancy sustainment concerns.
- Ensure resources are available on the intranet and external website, with a focus on making this information easy for staff and residents to engage with and use.
- Oversee and lead campaigns both internally and externally, to raise awareness around tenancy sustainment and safeguarding issues such as domestic abuse where children or vulnerable adults are involved and mental health with an aim to increase vigilance.
- Lead the development and implementation of a safeguarding champions programme to train up representatives around the organisation to help raise awareness of key safeguarding issues and promotes resources available for staff.

- Build relationships to enable successful collaboration with procurement and social value leads at NHG to access resources that can be delivered to residents.
- Represent NHG externally, developing and maintaining relationships with stakeholders and partners in key boroughs.

### Supporting teams

- Be a specialist resource and subject matter expert for other staff members, providing specialist safeguarding information and advice to frontline teams to develop their knowledge and capacity to support residents.
- Collaborate with learning and development team to develop (and facilitate where needed) a comprehensive training programme. Work with external training providers where necessary, to include appropriate safeguarding content including common themes, enabling NHG to meet regulatory, legislative and best practice requirements in safeguarding and related areas.
- Oversee the delivery of safeguarding training to support tenancy sustainment objectives.
- Empower your team to work collaboratively with frontline teams so that staff are aware of their safeguarding and homeless prevention duties, make best use of resources available and increase capacity to flag safeguarding concerns.
- Work closely with the wider tenancy sustainment, welfare benefits and legal casework teams as required and where appropriate.
- Shape collaborative working practices across NHG together with policy and procedure across NHG to ensure that recommendations from regulatory and professional safeguarding work are implemented.
- To support operational colleagues to build strategic relationships with safeguarding partners and forums to allow them to access

resources to support the management of their residents and schemes.

### Managing risk

- Ensure robust safeguarding policies, operating procedures and risk frameworks are in place, including escalations, liaison with external authorities and strategic risk management. Ensuring key policies are in line with current statutory national guidance and legislation and recognised best practice.
- Ensuring a robust policy framework for domestic abuse where children or vulnerable adults are involved, mental capacity and suicide/self-harm ensuring effective safeguarding responses are in place.
- Maintain a programme of assurance and provide regular reports to ensure organisational compliance on safeguarding in NHG flagging areas of risk/lack of buy in for senior attention.
- Maintain an up-to-date risk map ensuring that mitigating actions are identified and implemented.
- Ensure there are effective safeguarding arrangements across the business for information sharing, written reports for different audiences and recording systems to ensure records are appropriately stored, are accurate and able to be analysed, reported and scrutinised.
- Monitor via a safeguarding framework to ensure teams are meeting corporate responsibilities and investigation hearings are taking place across the business.
- Ensure there are effective governance mechanisms in place for safeguarding ensuring that the Board and any other meetings have the appropriate management information to enable effective oversight and scrutiny.
- Support the Head of Legal and Support with the provision of data, case studies and

learnings that may be required for safeguarding committee and other steering groups. Lead on the sharing operational case studies, challenges and learnings as required.

### General

- Maintain up-to-date knowledge of safeguarding legislation (and associated areas including domestic abuse and mental capacity), regulation and best practice and ensuring the organisational arrangements are in keeping with this.
- Ensure strong communication and visibility with all stakeholders representing NHG at internal or external meetings including inter-agency working.
- Develop and maintain external professional safeguarding contacts within the statutory, voluntary and private sector.
- Lead and maintain a culture of reflection and learning including influencing the development of other policies and procedures which have unintentional safeguarding consequences.

## All about you

### Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

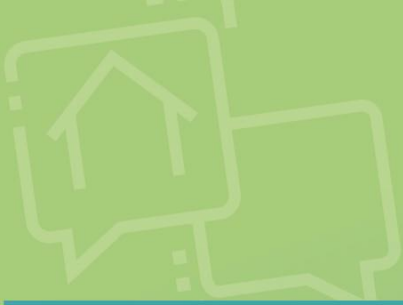
For each value, we've created example behaviours to help you understand our expectations in more detail. This role is at **manager** level.

### Essential knowledge, experience and skills including qualifications and professional membership.

Pending confirmation of legislative changes, this role may require a qualification to demonstrate competence. If not already qualified, there may be an expectation to study towards a professional qualification.

### Essential

- Expert knowledge of safeguarding legislation and delivering strategic regulatory frameworks (including CQC registered services) including providing guidance in this area.
- An understanding of vulnerability and associated areas including domestic abuse where children or vulnerable adults are involved, mental capacity, hoarding and suicide/self-harm.
- A strong understanding of tenancy sustainment and welfare benefits and the factors which increase the risk of tenancy failure.
- Strong reporting and analysis skills with ability to report on trends and address accordingly.
- Excellent verbal communication with the highest level of negotiation, influencing and presentation skills.
- Excellent written communication skills and proven ability to communicate complex and sensitive information to varied audiences.
- Experience of senior stakeholder management.
- Strong people and interpersonal skills with an ability to build effective and supportive relationships with key stakeholders both internal and external.
- Effective IT skills including intermediate MS Office skills and ability to use housing software packages as required.
- The ability to manage and oversee grant programmes and fundraising activities to ensure governance and compliance requirements are met and in line with financial regulations.



Working better together  
for our residents

- Ability to monitor performance and ensure KPIs are delivered.