

Job Title: Deputy Manager – Direct Access Accommodation

Location: Southend-on-Sea

Scale: Point 22–26 (£32,439 – £35,909 rising incrementally for each year of service)

Term: Permanent

Hours of Work: 37 hours per week (including occasional evenings, weekends and bank holidays where required)

Reporting to: Service Manager – Direct Access Accommodation

Responsible for: Accommodation staff, Volunteers & Peer Mentors

MAIN PURPOSE OF THE JOB

- The Deputy Manager plays a key leadership role within HARP's Direct Access Accommodation Services, working alongside and deputising for the Service Manager.
- Provide day-to-day operational management, supervision, and support to frontline staff, ensuring delivery of high-quality, trauma-informed services within a psychologically informed environment.
- Lead on service delivery, performance monitoring, and partnership working to ensure excellent outcomes for residents with multiple and complex needs.
- Deputise for the Service Manager in their absence, taking responsibility for staff, service operations, property management under licence agreements, and stakeholder relationships.
- Drive continuous improvement and innovation across the service, embedding co-production, recovery-focused practice, and meaningful involvement of people with lived experience.

- Ensure services are delivered safely, efficiently, and in line with organisational policies, contractual requirements, and best practice standards.

MAIN RESPONSIBILITIES

1. Service Delivery & Case Management

- Ensure residents receive personalised, strengths-based support, focused on recovery, wellbeing, and social inclusion.
- Oversee case management practice, ensuring risk and needs assessments, support planning, and outcome monitoring are delivered consistently to a high standard.
- Lead on referrals, move-on planning, and compliance with licence agreements.
- Manage complex and high-risk cases, providing guidance and oversight to staff.
- Lead incident management processes, ensuring timely resolution and reporting.
- Ensure effective health & safety and property management procedures are in place across all sites.
- Maintain hygiene standards and compliance with food safety legislation where applicable.

2. Leadership & People Management

- Line manage, supervise, and appraise accommodation staff, peer mentors, and volunteers.
- Provide day-to-day leadership, promoting good team communication, morale, and resilience.
- Lead peer supervision, team meetings, reflective practice sessions and staff development opportunities.

- Support workforce planning, including rota management, recruitment, induction, and integration of volunteers and peer mentors.
- Support new staff through probation plans, mentoring, and coaching.
- Role model HARP's values, challenging poor practice and embedding a culture of learning and continuous improvement.

3. Void Management & Financial Awareness

- Ensure voids are prepared and ready to a high standard, with quick turnaround to maintain occupancy levels.
- Collaborate with outreach/navigator teams to identify suitable clients for voids.
- Support accurate records of service charge collection, petty cash, donations, and food budgets.

4. Deputising for the Manager

- Act as the lead point of contact for the Accommodation Service in the absence of the Manager.
- Represent the service at internal and external meetings, multi-agency forums, and with commissioners.
- Support the Manager in delivering strategic objectives, preparing reports, and monitoring contractual compliance.

5. Performance & Quality Assurance

- Ensure accurate data entry on systems (e.g., In-Form) for monitoring and reporting.
- Produce reports that capture service delivery and outcomes.
- Ensure service user satisfaction and involvement is captured and analysed.

6. Stakeholder Engagement & Community Relations

- Develop and maintain strong working relationships with statutory and voluntary agencies.

- Liaise with HARP's resettlement team to support move-on planning.
- Promote the service externally, building trust and credibility with local partners, landlords, health services, and community stakeholders.
- Ensure the presence of the service positively contributes to the local community, resolving issues promptly and constructively.

GENERAL RESPONSIBILITIES

- Maintain confidentiality and data security in line with GDPR and organisational policy.
- Promote equality, diversity, and inclusion across the service.
- Work flexibly to meet service needs, including occasional out-of-hours duties.

PERSON SPECIFICATION

Essential Experience

- Experience of working in supported housing or homelessness services with residents who have multiple and complex needs, including individuals experiencing marginalisation and multiple disadvantage.
- Experience of leading, supervising, or managing staff and/or volunteers within a frontline or accommodation-based support setting.
- Experience of managing operational aspects of a supported housing service, including void management, occupancy processes, and financial record-keeping.
- Experience of managing incidents, safeguarding concerns, and responding to crisis situations within a support environment.
- Strong understanding and practical application of trauma-informed and psychologically informed approaches.

Skills & Abilities

- Ability to lead, motivate, and support a diverse staff team within a busy operational service.
- Excellent communication, negotiation, and influencing skills, including the ability to manage challenging conversations constructively.
- Strong organisational skills, with the ability to manage competing priorities, maintain service standards, and make sound decisions under pressure.
- Ability to monitor service performance, analyse data, and produce clear, evidence-based reports.
- Strong partnership-working skills, with the ability to collaborate effectively with local authorities, community partners, and external agencies.

Leadership & Personal Attributes

- Visible, supportive, and values-led leadership style.
- Commitment to dignity, respect, inclusion, and strengths-based practice.
- Calm, resilient, and solution-focused approach when managing complex situations.
- Ability to maintain professional boundaries while building trusting relationships with residents and staff.
- Proactive and accountable, with a strong sense of ownership for service quality and team wellbeing.

Desirable

- Full clean driving licence.
- Experience of working with rough sleepers and individuals experiencing multiple disadvantage.