

# Team Leader Recruitment Pack

**Closing date for applications 23.59 on 4th June 2024**

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## Welcome

I am delighted that you are considering joining our dedicated and innovative team at Cambridge House. This Recruitment Pack explains how to apply and includes information about the role and our organisation that I hope you will find useful.

Tackling poverty, social inequity and social injustice has been our mission since 1889 and our activities include:

### Law Centre

Enabling people with complex needs to save their homes, keep their jobs, and protect their families: Free, independent, and expert legal services in housing, employment, discrimination, and benefit law.

### Independent Advocacy

Protecting the voices, choices and rights of vulnerable adults and children: Statutory Care Act, Mental Health Act and Mental Capacity Act advocacy for adults and children.

### Safer Renting

Making private renting safe for all: Specialist advice, support, and advocacy for vulnerable private rented sector tenants.

### Youth Empowerment

Investing in young people so they thrive as adults: Medium to long-term, intensive, and wrap-around support for excluded 16 to 25-year olds.

### Disabled Peoples' Empowerment

Supporting disabled children and adults to take control of their own lives and futures: Arts, sports, life skills and wellbeing clubs for disabled children and adults.

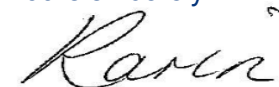
### Research and knowledge exchange

Transforming society - a practice-based approach to social innovation and research: Activities that capture local knowledge, insights and lived experience of 'what works' to develop innovative solutions to poverty, social inequity, and social injustice.

We value diversity and warmly encourage applications from disabled and LGBTQIA+ people, candidates who shared lived experience with our service users, and people from Black, Asian, and minoritised communities.

Working at Cambridge House is immensely rewarding. If you would like to be part of this very special organisation and believe that you can contribute to our mission, we welcome an application from you. For more information about us, please visit our website [www.ch1889.org](http://www.ch1889.org).

Yours sincerely



**Karin Woodley**  
**Chief Executive**

# Our Safer Renting Service

## Our Mission and Values

Safer Renting fights to strengthen the rights and provide access to justice for people exploited by criminal landlords. We aim to make private renting safe for all.

Cambridge House has a vision of a society without poverty where all people are valued, treated equally and lead fulfilling and productive lives.

## Context /Background

The Private Rented Sector (PRS) accounts for 27% of all households in London (2019), the highest share since the 1970s and a higher proportion than households in social housing (23% in 2019). Affordability of private renting has deteriorated sharply as has the quality and standards of rented spaces. The average space per person in the PRS has dropped from 31m<sup>2</sup> to 25m<sup>2</sup> in 2019.

The PRS reflects the massive inequalities in London's distribution of income and wealth. A small minority of renters enjoy new luxury developments while large numbers of low-income households pay high rents for sub-standard housing. This end of the market has some of the worst conditions in London with severe overcrowding and insecure or no tenancies with often inadequate and shared essential amenities. Landlords exploit the desperation of renters, often splitting family homes into houses in multiple occupation without even meeting the legal required standards.

The PRS market is rife with illegal eviction and our research shows that homelessness has risen by 40%.

The government's 2016 manifesto pledged reform, with the promise of a Renters' Reform Bill. It specifically promised abolition of Section 21, so-called 'no fault' evictions but progress has been extremely slow.

## Our Approach

Safer Renting is at the frontline of combating this illegal behaviour by working closely with local authorities, statutory bodies, charitable funders and academic institutions to:

- Support and advocate for tenants in the 'shadow' private rented sector
- Produce awarding winning research to influence government and social policy
- Provide training and forums for other professionals on best practice

During a turbulent period for the charitable sector, Safer Renting has attracted unprecedented external funding and support from a diverse range of charitable funders and new partnerships who understand the current challenges and think Safer Renting is best placed to combat them.

We now need two new committed and motivated individuals to fill the vacancies below to continue delivering our mission.

## Job Description

Job title:	<b>Team Leader</b>
Reports to:	Deputy Head of Service
Responsible for:	Up to 7 caseworkers/interns/advocates
Contract:	Permanent
Location:	Cambridge House offices
Salary:	c £35,000 per annum
Working hours:	35 (FT) hours per week (Monday to Friday)
Holiday:	30 days per annum pro rata
Special conditions:	<ul style="list-style-type: none"><li>- Enhanced DBS check</li><li>- Hybrid remote and office working arrangements</li><li>- Occasional evening and weekend work</li></ul>

## Job Purpose

As a member of Cambridge House's Safer Renting Team, led by the Head of Service, this role is to:

- i) Provide supervision, support and performance management of a small team of private tenancy rights caseworkers, ensuring equitable and manageable sharing of caseload
- ii) Encourage and support user involvement and private tenants' voice generally in our service development
- iii) Represent Safer Renting to and manage relationships with an agreed group of local authorities

## Key Duties

### 1. Managing the team:

- a) Plan the work of the team
- b) Motivate the team to deliver the service to agreed standards, carrying out regular supervisions, appraisals and periodic team meetings
- c) Monitor and record team performance metrics
- d) Resolve any performance deficits
- e) Use casework management tools and ensure service and casework management protocols set out in the Policy and Procedure and Quality Assurance Handbook are followed by all team members
- f) Compile key performance indicators
- g) Maintain quality assurance data and accreditation evidence

2. Share our learning on effective casework approaches
  - a) Contribute to the wider team development
  - b) Motivate the team to deliver the service to agreed standards
3. Influence policy and practice by:
  - a) Actively support research initiatives, analysing our casework data, improving understanding of the lower end of the private rented market in London
  - b) Represent Safer Renting at external events including policy and practice discussions
4. Keep up to date at all times with developments in or affecting tenancy rights, housing law and its enforcement

### **General Responsibilities**

1. To keep abreast of the overall work of Cambridge House.
2. To be self-servicing and competent in the use of IT software.
3. To participate in regular supervisions and an annual appraisal, and to be committed to one's own professional development.
4. To participate in internal/external meetings as required, to attend conferences and other functions, and to contribute to general management decision making as necessary.
5. To comply with all of Cambridge House's corporate policies and procedures.
6. To carry out any other duties commensurate with the role.
7. To work occasional unsociable hours (evenings and weekends).
8. Travel across, and on occasions, outside of London.

**This job description is provided as a guide to the role. It is not intended to be an exhaustive description of duties and responsibilities. It will be subject to periodic revision as the emphasis on and ways of working within the role changes.**

# Person Specification

Criteria	Essential	Desirable
<b>Qualifications and training</b>	Relevant academic or work-based training	Degree in Law or relevant subject
<b>Knowledge and experience</b>	<ol style="list-style-type: none"> <li>1. Team leadership and/or supervisory experience</li> <li>2. Up-to-date general knowledge of the legislative framework for landlord/tenant and housing law</li> <li>3. Excellent working knowledge and comprehension of written English, including grammar, copy writing and editing.</li> <li>4. Proficiency in use of Microsoft Office including Excel and Word.</li> <li>5. Relevant service specific knowledge</li> <li>6. Understanding of the inclusion agenda and its relevance within a diverse society</li> <li>7. Experience of working in voluntary, public and or charity sectors</li> <li>8. Experience of partnership working, including with other agencies and a diverse range of cross-sector partners in multiple locations</li> <li>9. Experience of collating, analysing and reporting on information</li> <li>10. Dealing with confidential and sensitive issues, including complaints procedures</li> <li>11. Understanding of academic research methodology</li> <li>12. Experience of successfully completing tasks in a fast-paced environment and to deadlines.</li> <li>13. Experience of working pro-actively and with minimal instruction.</li> <li>14. Working with confidential data.</li> </ol>	<ol style="list-style-type: none"> <li>1. Experience of statutory enforcement in the housing sector</li> <li>2. Experience of acting as a representative and ambassador of the organisation externally including media handling</li> <li>3. Financial management including budgeting and budget management</li> <li>4. Working in a small team</li> </ol>
<b>Skills, abilities, and competencies</b>	<ol style="list-style-type: none"> <li>1. Ability to react appropriately to short and long-term issues and to be decisive.</li> <li>2. Ability to prioritise conflicting tasks and manage a challenging workload.</li> <li>3. Confident and adept communicator with strong interpersonal and presentation skills.</li> <li>4. Ability to work flexible hours, including evenings and weekends.</li> <li>5. An ability to liaise and negotiate sensitively, tactfully and diplomatically at all levels with officers of statutory agencies, voluntary organisations and service users</li> <li>6. An ability to motivate staff to achieve objectives</li> <li>7. Ability to write, implement and deliver work plans</li> <li>8. Ability to handle multiple tasks simultaneously in a fast-paced environment, set priorities, work independently and in a team environment</li> <li>9. Excellent written and oral communications skills, demonstrating the ability to work effectively with a variety of people including staff, vulnerable customers, visiting and resident professionals, public and civil servants and the general public</li> <li>10. Strong organisational skills and attention to detail</li> <li>11. Strong interpersonal skills at all levels, emotional intelligence, to manage conflict positively and an ability to create a positive and professional working environment</li> <li>12. Ability to adapt to change and respond positively to new challenges</li> <li>13. Windows and Microsoft Office Suite (Word, Excel, Access, PowerPoint, etc.) gained over a minimum of two years</li> </ol>	<ol style="list-style-type: none"> <li>1. Additional languages</li> <li>2. Ability to develop skills in trauma informed practice</li> </ol>
<b>Personal Attributes</b>	<ol style="list-style-type: none"> <li>1. Honesty, reliability, and excellent timekeeping.</li> <li>2. Loyalty and a commitment to Cambridge House's work.</li> <li>3. Positive, enthusiastic, and friendly attitude.</li> <li>4. Problem solving and 'can-do' approach.</li> <li>5. Listening skills.</li> <li>6. Flexible, motivated, and adaptable to change.</li> <li>7. Discretion.</li> <li>8. Customer-focused.</li> <li>9. Inclusive team-player.</li> </ol>	

## How to Apply

- Please provide:
  - An evidenced-focused **Supporting Statement** of no more than two sides of A4 explaining why this appointment interests you and how you meet the essential criteria in the person specification.
  - Your **Curriculum Vitae** with your:
    - Full address, email, mobile, work and home telephone numbers.
    - Education and professional qualifications.
    - Full employment history.
    - Details of your latest salary and your notice period.
  - The names, positions, organisations, and contact details of **two referees**. These referees must include employers and/or academic supervisors covering the last five years. References will only be taken once your express permission has been granted.
- A completed **Equal Opportunities Monitoring Form**  
The form will not be treated as part of your application and the information you provide will be treated as confidential and used for statistical purposes only.
- A completed **Criminal Records Declaration Form**  
The post you are applying for is exempt from the provision of Section 4(2) of the Rehabilitation of Offenders Act 1974 (Exceptions) (Amendment) Orders 1975 and 2001 and therefore all convictions, cautions and bind-overs, including those regarded as 'spent', must be declared on Cambridge House's Criminal Record Declaration Form and submitted with your application.
- As a Disability Confident employer, we will generally offer an interview to any applicant that declares they have a disability and meets the minimum criteria for the job as defined by the person specification. If you have a disability or long-term condition (such as dyslexia, diabetes, arthritis, a heart condition or mental health condition) and want to apply under the Disability Confident Scheme please let us know in the email to which you attach your CV, supporting statement and Equal Opportunities Monitoring Form. If you are invited to interview and require adjustments, don't worry, we will ask you about this within your invitation to interview.

Recruitment Timetable	
<b>Closing Date for applications</b>	<b>23.59 on Monday 3<sup>rd</sup> June 2024</b>
<b>Interviews</b>	<b>24<sup>th</sup> June 2024</b>
The interview dates may change but we will advise you in advance.	
Successful applicants will be asked to take up their appointments as soon as possible.	

**Please email completed applications by midnight on 3<sup>rd</sup> June 2024 to: [recruitment@ch1889.org](mailto:recruitment@ch1889.org)**

**All applications MUST include the following:**

- Supporting Statement
- CV
- Contact details of 2 professional and/or academic referees
- Diversity Monitoring Form
- Criminal Records Declaration Form

**If you do not hear from us within 14 days of the closing date, please assume your application has been unsuccessful on this occasion.**

**Please note that we only provide feedback to shortlisted candidates.**