



Day in the life of a Private Housing Team

Leader

We hope you find the information provided below useful and it enables you to make an informed choice about applying for the role. We have included information we feel will be useful for you and that will provide you with a really good overview of the work you will be involved in.

Please be advised current post holders contributed to the content of this information, so it is a real-life and transparent overview of the post.

We hope that the above information helps you to prepare for any potential invite to an interview as you will be able to demonstrate how your skills, experience and knowledge match the requirements of the post you are applying for.

Practical information

Office location, parking, bus travel, nearby train stations, local shopping facilities (where can I get my lunch?).

Temple Street, paid on street and off-street parking at locations nearby. 10-minute walk from city centre which is served by many bus routes. 5-minute walk from Temple Meads train station. 15-minute walk from Cabot Circus/Broadmead. Various cafes, sandwich shops, Tesco etc. on Victoria Street and surrounding area for lunch.

Working conditions

Rotas, hours, flexible working opportunities (can I work from home or is this an office/site-based opportunity), office environment,



induction, IT equipment, PPE, will I have a buddy/mentor when I start?

Flexi time scheme and flexible working available. Able to work from home majority of the time only coming into the office for team meetings but can book a desk in Temple Street if prefer to come into the office. Temple Street is a busy office with kitchen facilities, sociable seating areas and meeting rooms. IT equipment is provided along with office chairs, laptop risers, footrest etc if working from home. There is a corporate induction and an office induction. Training is provided as required, usually by the team manager and other team leaders.

Who I'll be working with

- Is the role front-line/customer facing?
- Who will you be supporting in this role?
- What other teams/service areas do you work with?

Primarily working with a small team of Environmental Health Housing Officers and/or caseworkers, other team leaders and the team manager but may also include interaction primarily via email/telephone but sometimes in person with tenants, landlords, managing agents, other teams within the council e.g. housing options, workplace support, HR and other services providers such as Avon Fire & Rescue and the police etc.

Job satisfaction

- What is the best thing about the job?
- What does a typical day look like?
- Who or what has had the biggest impact on your development in this role?
- How has this job positively impacted your life outside of work?



- What challenges do you face and how are you supported to overcome them?
- How else are you supported in your role?

The job is very flexible and it's good to supervise as small team of people as well as being part of a larger team.

A typical day involves allocating and checking work, responding to emails, responding to queries on Teams and discussing cases with team members, compiling reports, authorising leave and checking flexi-sheets, developing policies and procedures, carrying out monthly 121s, training up and mentoring new members of staff etc.

The people I work with have had the biggest impact on my development in this role, working with a supportive team of good people.

This job has boosted my confidence as well as improved my interpersonal and problem-solving skills.

The role presents many and varied challenges but there is always someone within the team who is able to help whether that be dealing with an IT issues or supporting team members to be at their most productive. In addition, we have lots of policies available on the Source to guide us through various procedures and an HR team to give support.

Opportunities

- Who will support you through performance appraisals, and how often do they take place?
- What learning/development opportunities are available, and are you encouraged to attend?
- What type of progression opportunities are available in this role?
- Are there any relevant apprenticeships that could support my personal career development?



We have monthly 121s with the team manager along with 6 and 12 monthly performance reviews. There is a lot of online training available via the Learning Hub, as well as occasional in-house training and external training courses. Personal development is encouraged and there are opportunities to progress my career should I wish to.