



Homes that change  
people's lives

## Job Advert: Assistant Team Leader

### Details

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**Reference**

001929

**Salary**

28-30k

**Department**

Supported Housing

**Hours**

36.5

**Job Type**

Permanent

**Location**

Kingswood

**Closing Date**

Tuesday, 10 December 2024

**Planned Interviews**

Monday, 16 December 2024

### Job Description

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Elim is a charitable social landlord based in Bristol with a vision **'to meet housing needs and deliver homes that change people's lives'**. This ambition is present in everything we do. We have around 900 homes located across South West England, the Birmingham area and Wales, and we provide homes for social or affordable rent across each of these areas. We provide homes for shared ownership in South West England and are one of the largest providers of supported accommodation to people who have experienced homelessness in Bristol and Gloucester.

We offer a diverse and inclusive culture in line with our Elim **CARES** Values. These were created in partnership with our customers, colleagues, Board and other stakeholders, and they represent our commitment to how we deliver our services and work together successfully:

C - Customers First – Customers are at the heart of our services and decision making

A - Aspirational and Accountable – We are ambitious for our customers, staff and stakeholders. We work with integrity, learn from mistakes and do what we say we will.

R - Results – We work hard and deliver great results for our customers and for Elim.

E - Everyone's view matters – We listen to understand, improve and build our services

S - Supportive – We tackle challenges head on and inspire each other to achieve our potential.

The Assistant Team Leader will be the lead with service delivery of the Rough Sleepers Initiative and Next Steps Accommodation Programme. Rough Sleepers Initiative accommodates and supports 11 customers with low level support needs. Next Steps Accommodation Programme accommodates and supports 11 customers with low level support needs.

This is the perfect opportunity for those looking to take their first steps into a management role. We will provide a supportive environment and full training including mentoring and coaching on people management skills. Support will also be available to gain Chartered Management Institute and/or Chartered Institute of Housing accreditation. Our aim is to provide you with the skills and experience to effectively support your Team and Team Leader and to be confident in taking on further line management responsibilities in the future. Job share applicants will be considered.

You'll be required to work across our sites in Kingswood, Yate, Staple Hill. We can be flexible on agreeing which office you are based from subject to business needs.

Access to your own car is essential, In the absence of the Team Leader travel to Alveston would be required.

Responsibilities:

- Working with the Team Leader to provide leadership to services that are designed to reduce repeat homelessness and improve outcomes for vulnerable adults.
- Supporting the Team Leader to monitor the quality of support and housing management delivered by your team, via the use of outcome tools and systems, reviewing impact and ensuring a psychologically informed approach underpins support work.
- Be responsible for the maintenance and security of the buildings under your remit, in line with our Health and Safety compliance framework.
- Supporting the Team Leader to ensure data is collected by the team and produce monthly and quarterly reports for the South Gloucestershire Council in line with contractual requirements
- Monitor relief staff performance and give constructive feedback. Recognise and reward good performance and address promptly poor performance or inappropriate behaviour

## Person Specification

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In this role an Assistant Team Leader will need the following:

- Ability to lead by example in delivering excellent customer service and sets a clear agenda.
- Self-motivation and tenacity, with the ability to work under pressure at times, manage competing priorities and organise workload effectively.
- Ability to be proactive and seek creative solutions to operational problems and provide learning and development opportunities for others
- Highly effective communication skills that allow for effective and clear communication with colleagues and partners at all levels, residents, and all service stakeholders.
- Elim is working actively to promote equality of opportunity within our employment practices and in the delivery of our services. It is essential that the Assistant Team Leader is willing and has the commitment and ability to work in accordance with such existing & future policies.

It would be great if you could also:

- Apply existing knowledge to produce bid applications and participate in commissioning processes.
- Deliver in-house training and guidance sessions
- Train the trainer skills.

## Benefits

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- A great inclusive and values-led culture that invests in your learning and development.
- 25 days annual holiday rising to 30 days.
- Paid day off for your birthday each year.
- Paid one-day volunteer leave
- Flexible working
- Access to training and career development through Elim Skills Academy
- Company pension.
- Life Assurance.
- Health cash plan, which includes discounts to a wide range of shops and services.
- Free onsite car parking

## Contact Us

Units 3 & 4, Pinkers Court,  
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BS35 3QH

Call: 01454 411172

Email: [HR@ElimHousing.co.uk](mailto:HR@ElimHousing.co.uk)

## About US

### **Providing homes, supporting people.**

Elim Housing is a socially responsible business delivering quality homes and support services which positively change people's lives.

We engage and innovate, and work in collaboration with others to enhance the wellbeing and independence of individuals and communities.