

Job Description

Job Title:	Supported Housing Coordinator
Directorate/Team:	Housing Property & Regeneration / Homelessness Team
Location:	16 Summer Lane, Birmingham, B19 3SD
Responsible to:	Head of Designing out Homelessness
Responsible for:	0
Key working relationships: (internal)	Homelessness team within the Housing, Property & Regeneration directorate; Office of Public Sector Innovation; WMCA Research & Intelligence team
Key working relationships: (external)	Local authorities; Ministry of Housing, Communities and Local Government (MHCLG); research institutions and other combined authorities

Purpose of the Post

This role is responsible for coordinating delivery of the WMCA Supported Housing Funding Programme. It combines responsibility for contract administration, performance monitoring and the development of the region's first supported housing strategy, as well as designing a research and evaluation plan to build the evidence base that will shape future investment decisions.

The role will develop effective working relationships with local authority partners and external organisations, including the commissioning and management of research and consultancy activity, and the coordination of stakeholders around shared priorities.

The role will work alongside WMCA colleagues on emerging regional approaches to supported housing licensing following the implementation of the Supported Housing (Regulatory Oversight) Act 2023, supporting the alignment of funding, quality and regulatory requirements within a coherent regional framework.

Accountabilities

Coordinate delivery of the WMCA Supported Housing Funding Programme, holding the regional picture on what is being delivered, for whom, and to what effect.

Provide insight and evidence from the programme to inform senior decision-making and future investment.

Develop and maintain a regional supported housing strategy aligned with national policy, regulatory reform and emerging evidence.

Responsibilities

Strategic

- Work with local authorities, providers and wider partners to develop a regional supported housing strategy, to set shared priorities and a clear direction for the programme.
- Design and administer a research and evaluation plan to build the evidence base on supported housing need, provision and outcomes across the region.
- Identify opportunities to influence national policy on supported housing, ensuring regional learning and evidence is shared with MHCLG and other relevant national forums.
- Monitor the national policy landscape and ensure the programme remains aligned with emerging government priorities, including the National Homelessness Strategy and supported housing regulation & reforms.

Work flexibly and with integrity to meet the needs of the WMCA and the homelessness function.
People
- Build and maintain strong working relationships with programme leads in Birmingham and Coventry, acting as the primary WMCA point of contact for the programme. - Coordinate and support the contracting arrangements between the WMCA and external consultants, researchers and evaluation partners commissioned to support the programme. - Work collaboratively with WMCA colleagues across homelessness, housing and related policy areas to ensure the programme connects with wider regional activity.
Operational
- Deliver day-to-day programme coordination activities, ensuring delivery milestones are met and risks are identified, mitigated or resolved. - Establish and maintain monitoring and reporting frameworks to track local authority delivery, outputs and outcomes against agreed programme objectives. - Coordinate cross-regional learning activity, including practice sharing events, case studies and thematic briefings drawing on programme evidence. - Provide regular programme updates and insight reports to the Head of Designing out Homelessness and relevant governance groups. - Maintain accurate programme records, action logs and risk registers.
Financial
- Monitor programme expenditure against budget, working with WMCA finance colleagues to ensure Value for Money, accurate forecasting and reporting to MHCLG. - Review and verify local authority financial returns and claims in line with grant conditions. - Ensure all payments to commissioned partners are made and received within expected time frames and in line with WMCA governance processes. - Ensure Value for Money and follow the appropriate governance processes for dealing with any financial activities.
Other
- Represent the WMCA at local, regional and national forums, networks and events related to supported housing. - Represent the WMCA in a professional manner. - Undertake such tasks as may reasonably be expected commensurate with the scope and level of the role.

Person Specification					
Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
Experience	E	D	A*	I*	T*
Experience of working in supported housing, homelessness or a closely related housing/social care field. This can be in either operational management of commissioned services, or in the commissioning of services.	x		x	x	
Experience of programme or project coordination at a regional or multi-authority level, and/ or coordinating delivery across multiple partners and stakeholders.	x		x	x	
Experience of developing strategies, action plans or frameworks and translating them into practical delivery.	x		x	x	
Experience of designing or managing monitoring and evaluation approaches, including working with performance data and outcome frameworks.		x	x	x	
Experience of producing clear, concise written outputs for senior audiences, including briefings, reports and/or board papers.	x		x	x	
Experience of building productive relationships across organisational boundaries, including with local authorities and voluntary sector partners.	x		x	x	
Experience of facilitating meetings, events or other activities.		x			

Experience of working to budgets and financial monitoring within a grant-funded or public sector programme context.		x	x	x	
Experience of working within or alongside a combined authority, mayoral strategic authority or sub-regional partnership structure.		x	x	x	
Experience of influencing national policy, including contributing to consultations, ministerial engagement or sector-level advocacy.		x	x	x	
Experience of servicing and administering contracts with multiple partners.		x	x	x	
Skills / Knowledge	E	D	A*	I*	T*
Strong understanding of the supported housing sector, including commissioning models, funding mechanisms, regulatory context and current reform agenda.	x		x	x	
Knowledge of homelessness policy and legislation, including the national Homelessness Strategy, prevention duties and the wider housing and welfare landscape.	x		x	x	
Ability to think strategically and translate policy into practical, deliverable plans within a complex multi-agency environment.	x		x	x	
Strong analytical skills, including the ability to interpret performance data, research findings and financial information and draw out implications for programme delivery.	x		x	x	
Excellent written communication skills, with the ability to produce high-quality reports, briefings, strategies and evaluation documents for a range of audiences.	x		x	x	
Strong verbal communication and presentation skills, confidently representing the organisation in external settings.	x		x	x	
Effective project and programme coordination skills, including planning, risk management, action tracking and deadline management across multiple workstreams.	x		x	x	
Ability to build consensus, negotiate and influence across organisational boundaries where there is no direct line management authority.	x		x	x	
Excellent organisational skills, with the ability to prioritise work to meet deadlines in a dynamic, fast-paced political environment.	x		x	x	
Proficiency in standard office software including Microsoft Office, handling spreadsheets, monitoring tools and reporting templates with confidence.	x		x		
Knowledge of the West Midlands homelessness and housing landscape, including local authority structures, provider markets and regional governance arrangements.		x	x	x	
Understanding of research and evaluation methodologies relevant to housing and homelessness, including commissioning and overseeing external research.		x	x	x	
Understanding of public sector financial, legal and procurement frameworks and the interaction of these with external partners.		x	x	x	
Qualification / Education / Training	E	D	A*	I*	T*
A relevant degree or equivalent level qualification		x	x		

***Key:** A = Application, I = Interview, T = Testing/Assessment

Core Expectations	
Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.

Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
Adherence to Policies	Be aware of and comply with all organisation policies.
Matrix Working	Work in a matrix way when required by actively collaborating across traditional boundaries—such as directorates, functions, or geographic areas—to achieve shared goals. Depending on your role, you may contribute to multiple projects or workstreams, often working alongside different teams and leaders.
Business Continuity	All staff should actively participate in business continuity training and exercises when required, ensuring they understand and follow business continuity plans and procedures to maintain organisational resilience during disruptions.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

Value	Competency	Behaviour
Collaborative	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

Additional Post Requirements

Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes ☐	No ☒	Basic ☐	Standard ☐	Enhanced ☐	None ☒	Yes ☐	No ☒

Job Evaluation Details

Date Evaluation Agreed	JEP Reference	Grade	Job Family
08/05/2026	JEP824	SP32-SP36	
Position Reference			