

## Job Description

### SECTION ONE – POST TITLE & SERVICE AREA

**Post Title:**

Accommodation Officer

**Service Area:** Housing**Grade:** 19-22**Post Number:** 332018664

### SECTION TWO – MANAGEMENT RESPONSIBILITIES

**Responsible to:**

Homelessness Manager

**Responsible for:**

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### SECTION THREE – PURPOSE OF THE JOB

- To support the Homelessness Manager in the management of temporary accommodation provided for homeless households.
- To let and manage temporary accommodation properties to Homeless Households, regularly inspect their condition and manage the collection and recovery of temporary accommodation charges.
- To increase the supply and variety of accommodation options available to customers approaching the Housing Options team.
- To assist in the production of statistical information for performance monitoring and statutory returns.
- To contribute to the development and implementation of cross-cutting corporate initiatives, in line with the Council's "One Team" philosophy.

#### SECTION FOUR – PRINCIPAL RESPONSIBILITIES

- To support the Housing Options team by undertaking interviews with customers on temporary accommodation matters, and dealing with enquiries from customers by telephone, post, e:mail and via home visits.
- To arrange temporary accommodation for homeless households.
- To work with the Council's Business Support Manager (Housing) to ensure rent accounts are accurately and timely created on the appropriate systems.
- To monitor payments from occupants in temporary accommodation, taking action to recover outstanding monies in accordance with the arrears recovery procedure.
- To process credit and debit card payments from customers for rent payments; and to receive cash payments (in exceptional circumstances only).
- To ensure that occupants in temporary accommodation are able to maximise their income by ensuring take up of any entitlement to welfare benefits.
- To assist occupants in temporary accommodation with the completion of Housing Benefit Claims, ensuring that they are aware of what they need to provide in order to have their claim processed and to liaise closely with the Housing Benefit Team to highlight claims requiring urgent attention.
- To make referrals to the Council's Social Inclusion team and the Citizen's Advice Bureau to maximise income from households in temporary accommodation.
- To assist the Homelessness Manager in managing the Council's temporary accommodation, making orders for repairs, annual safety checks, cleaning, furniture items etc. as required.
- To conduct regular home visits to occupants in temporary accommodation, identifying any tenancy breaches and reporting them to the Homelessness Manager.
- To assist the Homelessness Manager take a proactive response to tenancy breaches and anti-social behaviour, with early intervention wherever possible.
- To assist the Homelessness Manager in ensuring the correct legal process is followed to end an occupant's stay in temporary accommodation.
- Attend evictions, with appropriate officers, taking inventories of goods if necessary and arranging for those goods to be placed in storage, in line with current procedure.
- To arrange for the storage of furniture and personal possessions for homeless households in temporary accommodation, and ensure their timely removal once rehoused.
- To monitor invoices received for temporary accommodation and for storage of property belonging to homeless households, making recommendations for payment to the Homelessness Manager.
- To work with the Council's Private Sector Housing team to secure properties from private sector landlords for the Housing Options team to discharge eligible households into or to be used as temporary accommodation via the Council's Private Sector Leasing scheme.
- To develop innovative new initiatives to increase the type and supply of accommodation options available to customers approaching the Housing Options team.

- To update Housing Options databases to ensure that information is timely and accurate.
- To assist in the production of information leaflets on housing options, and ensure that information on housing options on the Council's website is kept up to date.
- To produce a regular homelessness report to help monitor performance within the team.
- To produce accurate and up-to-date management information and performance data for the H-CLIC returns to central Government.
- To undertake other duties, which are commensurate with the salary, skills, knowledge and experience of this post, as and when required by the Head of Housing.

## SECTION FIVE – MAIN LEVELS OF CONTACT

**Internal** – All teams within the Housing Unit, Council Tax and Debt Recovery, District Law, Community Services, Environmental Protection, Resources, Customer Services, Corporate and Cultural, Members of the Council.

**External** – Voluntary organisations, other local authorities and statutory agencies.

## SECTION SIX – SPECIAL FEATURES OF THE POST

The concept of team working means that a flexible approach to work areas is required from the post holder. The post holder will be required to take the lead on any of the afore mentioned principal responsibilities. The work areas identified above are not exhaustive and only represent current principal tasks. The post holder therefore may be required to carry out other such duties as the Head of Housing may determine from time to time. However, the level of responsibility of such duties will not exceed the responsibility levels of the above.

## SECTION SEVEN – DOCUMENT CONTROL

Job description prepared by: John Conway.....Date:.....

Approved by: (Personnel) .....Date:.....

Agreed by: (Post holder).....Date:.....

Attributes	Essential	Desirable	How identified
<b>Relevant Experience</b>	Minimum 2 year's relevant work experience in a customer focused environment	<p>Experience of working in housing within a local authority, housing association or other organisation</p> <p>Experience of working effectively in partnership with a range of stakeholders</p>	Application form and interview
<b>Education &amp; Training</b>	A levels or show an equivalent capability	Hold a relevant housing qualification (e.g. BTEC) or show an equivalent capability.	Application form and certificates
<b>Special Knowledge &amp; Skills</b>	<p>Good IT and keyboard skills, including the ability to use Microsoft Word and Excel</p> <p>Excellent communication skills, written, verbal and negotiation</p> <p>Excellent numerical skills</p> <p>Ability to meet deadlines and prioritise workload</p> <p>Ability to work as part of a team, organise tasks and work unsupervised</p> <p>Well developed and wide-ranging negotiating and problem solving skills.</p>	<p>Experience of working with vulnerable people</p> <p>Experience of income collection and debt recovery processes</p> <p>Experience of housing management practice</p>	Application form and interview
<b>Additional Factors</b>	<p>A commitment to equal opportunities</p> <p>Full driving licence and access to a car for work</p> <p>This post will be subject to a Disclosure and Barring Service check</p>		Application form and interview