

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Temporary Accommodation Officer



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Housing & Communities, Communities and Opportunities

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

Purpose and impact:

To deliver a high quality, responsive, customer-focused housing management and lettings service for homeless households living in temporary accommodation, ensuring that all homes are well-managed, are maintained in a safe and habitable condition and meet all statutory requirements in respect of fire safety, amenities and health and safety.

To ensure that all temporary accommodation is allocated in a manner that is equitable, in line with the Council's policies and procedures, makes the most efficient and effective use of resources and helps to minimise the use and cost of temporary accommodation.

To promote the full range of affordable housing options and ensure that residents of temporary accommodation receive the advice, help and support they need to sustain their accommodation, become more independent and achieve their full potential.

Accountable to:

This role is accountable to the Temporary Accommodation Team Leader. The role sits within Housing and Communities Service, part of the Communities and Opportunities Directorate in West Northamptonshire Council.

Responsibilities:

1. Ensure that the temporary accommodation that the Council uses is safe, clean, well-managed and in a good state of repair, and that it is allocated in a manner that is equitable, complies with the Council's policies and procedures, makes best use of resources and helps to minimise the use and cost of temporary accommodation.
2. Ensure that, when it is decided that temporary accommodation should be provided or withdrawn, the Council's homelessness duties are discharged correctly. When it is decided that temporary accommodation should be withdrawn, proactively work at an early stage with Adult Social Care and Children's Services so that cases can be jointly managed and that the Council's homelessness duties are discharged correctly.
3. Ensure that homeless households living in temporary accommodation are helped and encouraged to comply with their licence or tenancy conditions but, where there is a serious breach of the conditions or the Council has discharged its homelessness duty, the accommodation is withdrawn or recovered as quickly and as efficiently as possible.
4. Ensure that homeless households living in temporary accommodation are included on the housing register, have appropriate claims submitted for Housing Benefit / Universal Credit payments, have appropriate rent accounts, and are signposted to suitable private rented accommodation.
5. Monitor household inclusion on the housing register and active bidding, to monitor eligibility to Housing Benefit / Universal Credit, to monitor the rent account and take necessary action to recover any rent arrears.
6. Monitor the rent accounts for temporary accommodation. Ensure that all income, including Housing Benefit / Universal Credit is accurately allocated. To take action to recover rent arrears including negotiation with tenants, establishment of payment plans, and where necessary progressing eviction action.

7. Develop and maintain close working relations with other services and organisations to facilitate the flow of information, encourage collaboration and co-operation, achieve the prompt resolution of complex problems and secure the help, advice and support that is needed to empower and enable customers in temporary accommodation to become more independent and move successfully into settled accommodation.
8. Work proactively and collaboratively with the Housing Solutions Team, and other Council services and partners to minimise the Council's use of nightly purchased accommodation, make best use of the Council's stock of self-contained accommodation, and ensure that homeless households move into settled housing as quickly as possible, and that any complaints regarding anti-social behaviour, nuisance and hate crime are effectively investigated.
9. To be available during office hours, and out of hours in line with the needs and demands of the service (both on a routine basis and in the event of an emergency).
10. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications. assist performance monitoring, the analysis of trends and the completion of internal and external returns, including the government's quarterly HCLIC return.
11. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
12. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

| Skills and abilities: | Essential / Desirable | Measured by |
|--|-----------------------|-------------|
| Excellent communication skills, including verbal and written, and the ability to influence a variety of audiences, including customers, landlords, lenders and partners. | Essential | A/I/T |

| | | |
|---|-----------|-------|
| Empathic and able to deal with customers in a sensitive and appropriate manner in a demanding and challenging environment. Also, able to be firm and assertive where necessary. | Essential | A/I/T |
| Able to work effectively with customers, often vulnerable, to resolve complex problems. | Essential | A/I/T |
| Well-developed negotiation, advocacy and problem-solving skills. | Essential | A/I/T |
| Good standard of literacy and numeracy, and ability to interrogate databases and interpret datasets. | Essential | A/I |
| Drive and commitment to meet targets and achieve positive outcomes. | Essential | A/I |
| Ability to work well under pressure, prioritise work and meet tight deadlines. | Essential | A/I |
| Ability to work in a methodical manner, manage time, maintain accurate records and respond promptly to enquires. | Essential | A/I |
| Ability to work on own initiative and make clear, consistent decisions. | Essential | A/I |
| Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period. | Essential | A/I |
| Able to work outside of office hours on a rota basis. | Essential | A/I |

| Knowledge: | Essential / Desirable | Measured by |
|--|-----------------------|-------------|
| Understanding of current housing law, such as the Housing Act 1996, Parts VI and VII, Homelessness Act 2002, Localism Act 2012, Homelessness Reduction Act 2017 and relevant code of guidance and caselaw. | Essential | A/I |
| Understanding of the relevant statutory obligations of the Council in letting and managing property, including HHSRS and Decent Homes Standard. | Essential | A/I |
| Knowledge of local, regional and national policies relating to homelessness and temporary accommodation. | Essential | A/I |
| Knowledge of and ability to provide advice on welfare, benefits and debt. | Essential | A/I |
| An understanding of equality and diversity, data protection | Essential | A/I |

| Relevant experience: | Essential / Desirable | Measured by |
|---|-----------------------|-------------|
| Experience of managing temporary accommodation, supported housing and/or social rented housing. | Desirable | A/I |

| | | |
|--|-----------|-----|
| Experience of dealing with a wide range of people who may present complex and challenging behaviour. | Essential | A/I |
| Experience of providing comprehensive advice and assistance. | Essential | A/I |
| Experience of working within a service with high levels of demand, significant time pressure and conflicting priorities. | Essential | A/I |
| Experience of effective joint working, successful multi agency working and operating in a demanding working environment. | Essential | A/I |
| Experience of developing new ways of working, collating and evaluating monitoring information, and initiating and managing new projects. | Essential | A/I |

| Education, training and work qualifications: | Essential / Desirable | Measured by |
|--|------------------------------|--------------------|
| Educated to GCSE Grade C / 4 in English and Mathematics or has equivalent experience in a related role. | Essential | A/I/D |
| Hold a CIH Level 3 Certificate. | Desirable | A/I/D |
| Hold a Housing Health and Safety Rating System qualification. | Desirable | A/I/D |
| Training and experience in the application of the Decent Homes Standard and/or the Housing Health and Safety Rating System | Essential | A/I |
| Evidence of continued professional development. | Essential | A/I/D |
| Hold a full driving licence and have access to own transport for work purposes. | Essential | A/I/D |

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

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|--|-----------------------------|-------------------------------|----------------------------------|
| Hours: | 37 hours | Primary work base: | One Angel Square, Northampton |
| Job family band: | Regulatory and Technical | Worker type: | Part-flexible |
| Salary range: | £33,369 - £36,163 | Budget responsibility: | None |
| People management responsibility: | None | | |

Working conditions & how we work:

We are open to discussions about flexible working.

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

| | |
|--------------------------|--|
| T Trust | We are honest, fair, transparent and accountable. We can be trusted to do what we say we will. |
| H High Performing | we get the basics right and what we do, we do well. We manage our business efficiently. |
| R Respect | we respect each other and our customers in a diverse, professional and supportive environment. |
| I Innovate | we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area. |
| V Value | We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness |
| E Empower | we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions. |

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
 - **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
 - **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
 - **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.
- We want you to have balance and be happy.

