

Job Description and Person Specification

Job details

Job title: Senior Temporary Accommodation Officer

Grade: Band 6

Reports to: Accommodation Services Team Leader

Responsible for: Temporary Accommodation Officers x7

Directorate and Service area: Adults, Health Partnerships and Housing

Purpose of the job

Working within the Accommodation Service, manage the Council's Temporary Accommodation Team ensuring that temporary accommodation let to homeless households is of high quality, suitable, safe and cost effective.

Provide effective supervision and manage the performance of a team of Temporary Accommodation Officers, ensuring the Council is compliant with statutory requirements and delivering a high-quality temporary accommodation service.

Ensure that all forms of temporary accommodation are managed robustly, compliant with relevant health and safety requirements, and opportunities for income collection are maximised.

Work with the Accommodation Services Team Leader to identify areas for service improvement, enhancement and best practise with the overall aim of placement sustainment, prevention of homelessness and rough sleeping, and reducing the cost and use of temporary accommodation.

This role will be based across North Northamptonshire.

Principal Responsibilities

1. Responsible for the allocation and letting of temporary accommodation to homeless households in need having regard to relevant guidance, legislation, case law, and the Council's Temporary Accommodation Policy, balanced with availability of accommodation, and individual household risk assessments.
2. Responsible for the operational day to day line management, supervision and performance of the Temporary Accommodation Officers and a Temporary Accommodation Income Officer. Provide advice, guidance, support and training to the officers to enable them to deliver an effective and high-quality temporary accommodation service ensuring that there is best use of available temporary accommodation having regard to cost, suitability and keeping voids times to an absolute minimum.
3. Ensure the Temporary Accommodation Officers follow policies and procedures, making timely and robust decisions, and deliver a consistent, customer-focused, and legally compliant temporary accommodation service.
4. Ensure that the required temporary accommodation standards are maintained through regular property inspections, robust property management, managing any disrepair and be in regular liaison

with third-party accommodation suppliers.

5. Ensure that case reviews of all households living in temporary accommodation take place on a regular basis exploring move on options and working through any barriers to prevent households from moving out of temporary accommodation.
6. Maximise the Council's income through collection of temporary accommodation charges ensuring that there is robust rent account management including liaison with internal teams to resolve any issues referring households for relevant support as required.
7. Assist in the monitoring of individual and team performance against key performance indicators (KPIs) and service targets. Contribute to the preparation of performance reports and ensure accurate case recording and data entry in all cases. Ensure adequate records to enable robust financial monitoring and forecasting and contribute to budget monitoring and management pertaining to activity in the temporary accommodation team as required.
8. Ensure that households living in temporary accommodation are appropriately supported to sustain their placements, work in close partnership with key organisations and services to safeguard and meet the needs of vulnerable households by raising any safeguarding concerns, leading and organising professionals' meetings where required.
9. Assist the Accommodation Services Team Leader, and work with colleagues across the Housing Solutions Service, to review service delivery, aiming for continued improvement, and to develop working practises, protocols, partnership and data sharing agreements etc with key organisations and services. Contribute to the development and implementation of the Council's temporary accommodation service improvement plan and reduction in cost and use of temporary accommodation plan.
10. Work closely with and provide cover for the other two Senior Officers within the Accommodation Service as required and deputise for the Accommodation Services Team Leader including chairing team meetings and allocating actions for the team along with undertaking any other reasonable duties relating to the role as requested.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Understand the councils commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

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.

Special features of the post

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Hold a minimum 5 GCSE's grade A-C (or other Level 2 NVQ qualification) or able to demonstrate an equivalent capability	Hold a relevant housing qualification (CIH Level 4 Diploma or equivalent) or show an equivalent capability Evidence of continuous professional development
Experience and Knowledge	<p>Demonstratable experience at a senior officer level (or similar) within a local authority, housing association or voluntary organisation</p> <p>Extensive knowledge of the homelessness legislation and case law, particularly pertaining to the provision of interim/temporary accommodation</p> <p>Experience of handling complex cases and providing solutions for vulnerable people</p> <p>Experience of attending and participating in multidisciplinary case conferences</p> <p>A good understanding and knowledge of the main causes of homelessness and rough sleeping, and the barriers that people face when trying to access accommodation and support services</p>	<p>Demonstratable experience of staff management</p> <p>Knowledge of the Housing Health and Safety Rating System and accommodation compliance matters (for example gas and electrical safety requirements)</p> <p>Experience of working with and advocating for vulnerable and socially excluded adults and knowledge of the procedures relating to safeguarding adults and children.</p>
Ability and Skills	<p>Spoken and written English fluency</p> <p>The ability to work with vulnerable people in difficult situations and handle challenging behaviour</p>	<p>Excellent numerical skills and ability to use spreadsheets and systems to monitor income collection</p> <p>Ability to coordinate and lead on multi-agency responses to complex cases to achieve a positive outcome</p>

Attributes	Essential criteria	Desirable criteria
	<p>Ability to form and develop professional and effective working relationships with colleagues, partners and service users and work effectively and enthusiastically as part of a team</p> <p>A good understanding and awareness of accommodation management issues including quality standards and health and safety</p> <p>Housing management skills to ensure that all forms of temporary accommodation are well managed, operate safely, reduce void times, and maximise income collection</p> <p>Excellent written and verbal communication skills</p> <p>Good analytical skills and ability to produce and interpret statistical information</p> <p>Excellent interpersonal skills and the emotional resilience to deal effectively with complex circumstances surrounding vulnerable people</p> <p>Excellent listening and interviewing skills, with a proven ability to inspire and motivate people to improve themselves and/or others</p> <p>A skilled problem-solver and negotiator with an organised and imaginative approach to work and the ability to manage difficult and sensitive situations</p> <p>Ability to work well under pressure, on own initiative, and manage and prioritise own workload and team members when needed</p>	

Attributes	Essential criteria	Desirable criteria
	<p>Effectively work with others to achieve a positive outcome by being proactive and solution focused</p> <p>IT and keyboard skills, including the ability to use Microsoft Office and maintain accurate records and case files.</p>	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	<p>Full driving licence and access to own transport for work purposes</p> <p>Willing to work outside normal office hours as necessary</p> <p>This post will be subject to a Disclosure and Barring Service check</p> <p>This post is office based</p>	