

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Temporary Accommodation Site Officer

Housing Solutions, 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.



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Purpose and impact:

To manage and support the day-to-day operation of relocatable temporary accommodation sites to ensure residents are housed in a safe, clean, secure and well-maintained environment that promotes wellbeing and compliance with statutory requirements.

Accountable to:

This role is accountable to the Head of Housing Solutions and Strategy and reports to the Senior Private Rented Sector Officer. The role works within Housing Solutions, part of the Communities and Opportunities Directorate in West Northamptonshire Council.

Responsibilities:

1. Site Management

- Conduct regular inspections of accommodation units, communal areas and external spaces to identify maintenance, health and safety, or environmental issues to maintain a safe and high-quality living environment.
- Monitor site conditions and occupancy levels to ensure accommodation is used effectively and in accordance with operational procedures.
- Coordinate site access and security arrangements to protect residents, staff, contractors and Council assets.
- Carry out health and safety checks, including fire safety inspections and emergency equipment monitoring, to ensure compliance with legal, regulatory and organisational standards.
- Report hazards, incidents and safeguarding concerns to relevant services to minimise risk and protect vulnerable individuals.
- Maintain accurate compliance records and inspection logs to demonstrate adherence to statutory requirements and organisational policies.
- Identify repairs and maintenance requirements to accommodation units and communal facilities to ensure properties remain safe, habitable and fit for purpose.
- Liaise with contractors and maintenance teams to facilitate timely completion of repairs and service requests.
- Monitor contractor performance on site to ensure works are completed to the required standards, timescales and specifications.

2. Resident Support

- Engage with residents on a daily basis to provide advice, guidance and practical support to help them successfully sustain their temporary accommodation placement.
- Respond to resident enquiries, concerns and complaints to achieve timely and effective resolution of issues.
- Promote positive resident behaviour and adherence to site rules to create a safe and respectful community environment.

3. Resident Move-in and Move-out Processes

- Complete accommodation inductions with new residents to ensure they understand their responsibilities, available support services and site procedures.
- Conduct property condition inspections at the start and end of occupancy to protect Council assets and maintain accurate records.
- Arrange accommodation turnovers between occupancies to maximise availability and minimise void periods.

4. Partnership Working

- Liaise with housing officers, homelessness services, support agencies and external partners to coordinate services and achieve positive outcomes for residents.
- Share relevant information with internal and external stakeholders to facilitate effective case management and safeguarding interventions.
- Attend meetings and case discussions to contribute to service planning and resident support arrangements.

5. Administration and Record Keeping

- Maintain accurate records of occupancy, inspections, incidents, repairs and resident interactions to support operational management and regulatory compliance.
- Prepare reports and performance information to assist service monitoring and continuous improvement activities.
- Process documentation and correspondence relating to site operations to ensure accurate and timely record management.

6. Corporate Responsibilities

- 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
- To ensure responsibly under the Data Protection Act 2018 and adult and child safeguarding of vulnerable service users.
- Undertake training and continuous professional development activities to maintain the knowledge and skills required for the role.
- Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
- 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
Ability to manage challenging situations and resolve conflicts effectively.	Essential	A, I
Strong communication and interpersonal skills.	Essential	A, I
Ability to work independently and make sound decisions.	Essential	A, I
Effective problem-solving and organisational skills.	Essential	A, I
Ability to maintain accurate records and reports.	Essential	A, I
Ability to build positive working relationships with residents, colleagues and partner agencies.	Essential	A, I

Knowledge:	Essential / Desirable	Measured by
Knowledge of tenancy law, including the creation and termination of tenancies	Essential	A, I
Knowledge of tenancy law within the context of local authority temporary accommodation	Desirable	A, I
Knowledge of property management. Including requirements of Decent Homes Standard, Housing Health and Safety Rating Scheme, statutory compliance regimes for rental properties	Essential	A, I
Knowledge of property management within the context of local authority temporary accommodation	Desirable	A, I
Working knowledge of data protection and ensuring sensitive information is managed appropriately.	Essential	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of housing, homelessness, supported accommodation, property management or a related service.	Essential	A, I
Experience of working with and safeguarding vulnerable individuals who present with complex needs.	Essential	A, I
Experience of undertaking property compliance inspections, including physical property conditions, electrical installation and portable appliances	Desirable	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Educated to Level 2 / GCSE level (or equivalent), including English and Mathematics (Grades A*–C / 9–4).	Essential	A, I, D
Full UK driving licence and access to a vehicle (where required for site inspections and visits).	Essential	A, I, D
Evidence of continuing professional development relevant to housing, homelessness, property management, health and safety, or customer services.	Essential	A, I, D
CIH Level 3 Certificate in Housing Practice or equivalent professional housing qualification.	Desirable	A, I, D
Qualification in Health and Safety, such as IOSH Working Safely or IOSH Managing Safely.	Desirable	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.

Additional pre-employment checks specific to this role include Basic Disclosure, Standard Disclosure and Barring Service check

Day-to-day in the role:

Job family & salary band:	£31,324 - £33,017	Worker type:	Part-flexible
People management responsibility:	Nil	Budget responsibility:	Nil

Current pay scales and other benefits are published on the [Jobs and Careers](#) section of West Northamptonshire Council's internet.

Working conditions & how we work:

The work involves regular visits to the Council's Temporary Accommodation Sites, including exposure to inclement weather conditions

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."

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

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.

