

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Temporary Accommodation Officer

Homelessness & Housing Solutions, Communities & 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:

This role aims to provide a high quality, responsive, customer-focused service to homeless households living in temporary accommodation, ensuring that all homes are well-managed and are maintained in a safe and habitable condition. Key responsibilities include making the most efficient and effective use of resources and helps to minimise the use and cost of temporary accommodation.

Supporting our customers is key from the moment they move into accommodation advising them of the full range of affordable housing options and ensure that residents of temporary accommodation receive the help they need to sustain their accommodation, pay their rent and move on as quickly as possible.

Accountable to:

This role is accountable to the Temporary Accommodation Team Leader and Social Lettings Agency Manager, the post is not responsible for the direct line management of any staff. The role sits within Homelessness & Housing Solutions service, part of the Communities & Opportunities Directorate in West Northamptonshire Council.

Responsibilities:

1. Complete temporary accommodation sign-ups, ensuring that every homeless household is given the necessary advice and guidance regarding their accommodation including rent, licence conditions and housing benefit
2. Liaise with local guesthouses and nightly paid providers to ensure that accommodation offered is maintained to the correct standard and that households booked in are residing there as expected
3. Data entry associated with accommodation placements is to be completed in a timely fashion with a high degree of attention to detail to ensure that records on various housing systems are up to date and accurate
4. To conduct visits to units of accommodation in line with the Council's policies and procedures to make sure that properties are not abandoned, are maintained in good condition as well as dealing, responding to or aiming to prevent instances of antisocial behaviour
5. Aim to minimise a customer's stay in temporary accommodation, supporting them on to the housing register and helping them manage payments to their rent account, ensuring housing benefit claims are submitted with correct documentation to ensure prompt payment and where appropriate negotiate payment plans to clear the build-up of arrears
6. To work collaboratively with other members of the team, the wider service, partners and agencies to ensure that those homeless households residing in temporary accommodation are supported with hope of reaching positive outcomes
7. 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.
8. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

9. 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
Computer literate and numerate with good written and verbal communication skills to a wide ranging audience	Essential	A, T, I, P, D
Able to work on own initiative and as a good team player with track record of developing positive relationships	Desirable	A, I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A, T, I

Knowledge:	Essential / Desirable	Measured by
An understanding of equality and diversity	Desirable	A, T, I, P, D
Knowledge/recent experience of local authority services, housing, welfare rights, benefits system and debt issues.	Desirable	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of working in homelessness with vulnerable or challenging customers yet able to provide advice and information face-to-face and over the telephone	Desirable	A, T, I, P, D
Experience of gathering information and processing it accurately in line with GDPR requirements and making a decision based on the information available.	Desirable	
Experience of planning and prioritising own workload effectively in order to meet tight deadlines.	Desirable	

Education, training and work qualifications:	Essential / Desirable	Measured by
Educated to GCSE level or equivalent qualification	Essential	A, T, I, P, 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 *[delete if not applicable]*:
[For example. Basic Disclosure, Standard Disclosure and Barring Service check, Enhanced Disclosure and Barring Service check, Disqualification for Caring for Children (Education), Overseas Criminal Record Checks, Prohibition from Teaching, Professional Registration, Non police personnel vetting, Disqualification from Caring]

Day-to-day in the role:

Hours:	37	Primary work base:	The Guildhall
Job family band:	RT-06	Worker type:	Fixed
Salary range:	£31,869 - £34,663	Budget responsibility:	None
People management responsibility:	Not applicable		

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.

