

Job Description and Person Specification

Job details

Job title: Temporary Accommodation Officer

Grade: Band 5

Reports to: Senior Officer Temporary Accommodation

Responsible for: N/A

Directorate and Service area: Adults, Health Partnerships and Housing

Purpose of the job

Working in the Accommodation Service, provide a high quality, responsive, customer focussed 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.

Handle incoming temporary accommodation related enquiries, complete sign-up appointments to let temporary accommodation, visiting homeless households, and working with partner services and organisations to coordinate support to address any health, wellbeing and support needs.

To ensure that all temporary accommodation is allocated in a manner that is equitable, in line with the Council's policies and procedures and statutory obligations, making the most efficient and effective use of resources, contributing to the council's temporary accommodation cost and use reduction plan.

This role will be based across North Northamptonshire.

Principal Responsibilities

1. Working with the other Temporary Accommodation Officers, assist the Temporary Accommodation Team Leader to deliver the Council's Temporary Accommodation Service.
2. Allocate and let temporary accommodation properties to homeless households in accordance with the Council's policies, procedures and homelessness legislation.
3. Work flexibly with team members on a rota/duty basis, including responding to incoming enquiries via email and telephone, carrying out regular lettings appointments and visits.
4. Provide a housing management service, responding to any issues or concerns and working with internal teams or partner services and organisations to resolve them (including support needs, antisocial behaviour, safeguarding concerns etc) or to withdraw temporary accommodation where required.
5. Ensure routine home visits and inspections of temporary accommodation properties are completed and reported, and remedial action is taken in relation to any concerns or accommodation agreement breaches in accordance with procedures.

6. Update systems and databases to ensure that all information is recorded quickly and accurately to assist in the production of statistical information for performance monitoring and statutory returns.
7. Work with partner services and organisations and attend multi agency meetings in relation to homeless households living in temporary accommodation contributing to multi agency support/action planning.
8. Liaise with temporary accommodation providers in relation to supply, contract management and processing invoices/payments.
9. Assist the Temporary Accommodation Team Leader to record and report financial information relating to temporary accommodation spend.
10. Contribute to the review and development of processes and procedures, and continued service delivery improvement.

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 council's 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 (e.g. BTEC) or show an equivalent capability.
Experience and Knowledge	Experience of working in a customer focussed environment	<p>Experience of working in housing within a local authority housing team, or housing association.</p> <p>Experience of working effectively in partnership with a range of stakeholders.</p>
Ability and Skills	<p>Spoken and written English fluency</p> <p>Excellent written and verbal communication skills.</p> <p>Excellent numerical skills</p> <p>The ability to work with vulnerable people in difficult situations and handle challenging behaviour</p> <p>Ability to meet deadlines and prioritise workload in a fast-paced working environment.</p> <p>Ability to work as part of a team, organise tasks and work unsupervised.</p> <p>Demonstrate good problem-solving skills including negotiating, influencing and conflict resolution skills</p>	A good understanding and awareness of accommodation management issues including quality standards and health and safety

Attributes	Essential criteria	Desirable criteria
	IT and keyboard skills, including the ability to use Microsoft Office and maintain accurate records and case files.	
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>	