

Job Description

JOB TITLE	Housing Accommodation Officer
REPORTS TO	Housing Solutions Team Leader
DIRECT REPORTS	n/a
INDIRECT REPORTS	n/a

PURPOSE OF THE JOB ROLE

To deliver an efficient temporary accommodation service, ensuring that properties used are to an appropriate standard whilst providing value for money.

- The procurement of accommodation, both temporary and Assured Short-hold Tenancies for the effective discharge of main homelessness duty
- Inspections of new TA properties and cyclical inspection of on-going properties already in use
- Setting up accommodation charges accounts for all residents in TA and ensuring accommodation charges are correctly calculated and applied
- Accurate recording of accommodation charges and chasing of arrears
- Maintenance and updating of all TA placements and cessations

This post is responsible for the day-to-day management and effective performance of Temporary Accommodation Service to ensure that the demand required for affordable accommodation is met and best utilised to reduce costs to the temporary accommodation budget.

MAIN DUTIES AND RESPONSIBILITIES

Service delivery accountabilities

- To ensure the timely inspection of temporary accommodation properties, both new and on a cyclical basis to confirm suitability and condition
- To arrange and book placements into temporary accommodation for those referred by the housing options team.
- Under the supervision of the Housing Solutions Team Leader ensure the Authority's statutory duties for the provision of interim / temporary accommodation under housing and homelessness legislation and any other relevant law are correctly administered
- To work effectively with external agencies who provide accommodation to the council and internal services such as Housing Benefit, Council Tax and Environmental Health.
- To work closely with the Housing Options Team ensuring a seamless process for customers between both elements of the service
- To ensure the accurate and up-to-date maintenance of all property and customer records.
- To collect and analyse data for performance purposes.
- To support the Housing Solutions Team Leader to reduce the expenditure of temporary accommodation wherever possible.
- To ensure invoices for accommodation charges are raised promptly and outstanding debts are collected quickly.
- To ensure re-charges for costs incurred due to damage to properties / removal of furnishings are recorded and customers invoiced appropriately
- To support effective communication and partnership working with all internal and external stakeholders including Housing Benefit, Probation/Police, Housing Associations, Children's Services and Domestic abuse services.

- To maintain effective links and working relationships with other stakeholders who work with the same client group to contribute to better-integrated service delivery and efficiencies.
- Attend meetings as required (including those out of office hours) and represent the Council when required with the support of the Housing Solutions Team Leader.
- To work under direction to support the improvements in provision of temporary accommodation.
- To assist in the production of reports for consideration by Head of Housing and other managers as required, and ensure up to date policies and procedures are in place for the service.
- To develop and maintain knowledge and skills in relation to housing, tenancy, landlord and tenant.

This job description outlines the main duties and responsibilities but does not detail every task required for service delivery. You may be asked to take on additional duties at an equivalent level, on a temporary or permanent basis.

GENERAL RESPONSIBILITIES

Standard responsibilities that apply to all council staff or specific groups are set out in the [Employee Handbook](#), these include:

- Corporate management
- Information governance compliance
- Whistleblowing
- General Safeguarding Statement
- Project and work management
- Working in a team
- Risk management including Health & Safety
- Business continuity
- Equality of Opportunity
- Our corporate values
- Budget management
- Specific responsibilities for managers

Local operating procedures and specific activities/tasks will be supplied by the service.

PERSON SPECIFICATION

<p>Qualifications/Education/Training</p>	<p>Essential:</p> <ul style="list-style-type: none"> • 4 GCSE's including Maths & English • Educated to A-level / NVQ Level 3 or experience in relevant field. <p>Desirable:</p> <ul style="list-style-type: none"> • Experience of budget control and monitoring. • Experience of drafting reports, policies and procedures and of meeting deadlines • Experience of achieving successful results and outcomes against targets.
<p>Experience</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Proven ability to manage difficult situations remaining calm, friendly and professional • Experience of working successfully in partnership • Experience of working in a busy, front line, customer-focused team. • Experience in a performance driven environment to meet targets.

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<p>Skills, Abilities and Competencies</p>	<p>Essential:</p> <ul style="list-style-type: none"> • A comprehensive understanding and awareness of housing issues and government policy relating to homelessness and the duty to provide temporary accommodation • Must have a sound understanding of the need for confidentiality and the Data Protection Act • Excellent verbal and written communication • Ability to collate, analyse and report on statistical data as required • Excellent IT skills and experience of a range of IT products, including Word, Excel and Housing Management Information Systems to a competent and confident level. • Excellent customer care skills and ability to inspire this focus in others. • Understanding of diversity issues and addressing the needs of various stakeholders. • Excellent oral communication skills and experience in dealing with sensitive or aggressive customers to resolve difficult situations • Ability to demonstrate effective negotiation and influencing skills. • Knowledge of Health and Safety policies and procedures. • Must be motivated and organised with a professional approach, able to effectively manage time. <p>Desirable:</p> <ul style="list-style-type: none"> • Ability to shape and to follow policies and procedures.
<p>Specific Working Requirements</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Must be able to work from any Borough site as required <p>Desirable:</p> <ul style="list-style-type: none"> • Clean driving licence with Business Insurance use

OTHER/SPECIAL REQUIREMENTS FOR THIS ROLE	
DBS check required for this role	Basic
Is this role “politically restricted”?	No

ADDITIONAL JOB DETAILS	
Job Grade	6
Directorate	Place
Service Area	Housing and Public Protection

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