



ADUR & WORTHING COUNCILS

Job Description & Person Specification

Authority	ADC / WBC
Directorate	Housing and Communities
Post Title	Temporary Accommodation Officer
Post Number	
Accountable to	Accommodation Team Leader
Key leadership relationships	<p>Internal: Members of the Council, Chief Officers and all other appropriate Council officers and managers</p> <p>External: Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors.</p>
Work style	This role falls within the Blended Working Policy
Last updated	April 2024

Job Description - Principal purpose of job (role summary)

As Temporary Accommodation Officer you will support the Accommodation Team Leader to manage the provision and placements of homeless households into all types of temporary accommodation (TA) and ensure effective and efficient use of the Councils' TA stock in meeting the Councils' statutory homelessness obligations.

To undertake day to day management and ensure placements remain in suitable TA and liaise and manage relationships with other TA providers and private sector lease landlords.

Your manager will empower you to apply our principles - resilience, adaptability and participation - to your working practices.

Expectations of post holder

Willingness to embrace change and ability to adapt to new ways of working
Enthusiasm for working across teams in collaboration and partnership in order to help deliver Our Plan
Act with honesty and openness, and be brave enough to contribute your ideas and get involved
Bring your passion for delivering a high quality service for our residents to your role
Engage proactively in your performance and development conversations, and embrace opportunities to learn and grow
<p>Live how we work with each other and our customers:</p> <ul style="list-style-type: none"> • We listen • We say what we think & do what we say • We are inclusive & kind • We are ambitious • We think & act beyond ourselves and our service • We are a team
Promote the service and Councils positively at all times

Role specific Duties and responsibilities
To be responsible for placements of homeless customers into suitable TA following a robust risk and suitability assessments and ensuring best use of stock.
To procure and inspect bed and breakfasts and other nightly lets to be used for TA where required
To sign up all new tenants for TA, complete associated paperwork especially benefit claims and explain to tenants the terms of their accommodation.
To effectively and effectively manage Private Sector Lease (PSL) properties, liaising with the Building Services Team on repairs and other remedial work that may be required.

To undertake regular inspections of all TA including inspections required under PSL agreements and ensure that all identified issues are actioned
Investigate suitability of accommodation issues following agreed processes and making sure accommodation complies with relevant regulations
To manage TA placements, dealing with any issues of antisocial behaviour or other tenancy breaches taking appropriate action in a timely manner which will include serving warning letters, eviction notices and making Court applications.
To maximise the Councils income from TA and to reduce void times within the Councils TA stock.
To identify households in TA who require additional support and liaise with support providers and other statutory agencies to assist clients in maintaining and sustaining their accommodation
To ensure all IT systems are up to date and all information relating to placements and the management of TA is accurately recorded
To liaise with colleagues in the Housing Services Team, ensuring that cases in TA are progressed appropriately encouraging such households, where appropriate, to proactively seek a housing solution.
Ensure all TA tenants have submitted a Housing Register application form and that form is complete and active and they are able to bid for permanent accommodation
To act as a contact point for queries and complaints relating to either placement or procurement of TA
To arrange for the storage and protection of homeless households property and furniture and ensure inventories are completed, and households are aware of how much they are required to pay and any associated conditions for use of storage.
To proactively encourage clients to look at their permanent housing options and move on to permanent accommodation including assisting them with advice and assistance about private sector options
To assist in the completion of inventories, including checking room contents before residents vacate, missing items to be reported and recovery action is implemented in accordance with financial regulations.
To participate in the operation of a duty rota and out of hours rota systems for the effective operation of the service and to cover for absent colleagues.
Undertake all duties in accordance with Council policies, the Code of Conduct for Officers, and in particular policies relating to Customer Care and Equal Opportunities
Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, and therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to

update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' [Safeguarding Policy](#).

Person Specification:

The core skills and competencies below are taken from our organisational Skills and Competencies Framework v1.0 and are an indication of the expectations we have of our employees. The full document will be shared with you as part of the onboarding process.	
Participative	<p>Build strong relationships with people inside and outside your team and organisation to make a difference to improved outcomes for the local area</p> <p>Engage in clear and positive written and verbal communication to help people understand what you want to achieve and how they can help</p> <p>Value the unique strengths of people from different backgrounds to promote a culture of inclusion, equality and diversity</p> <p>More detail can be found in the Participation Skills & Competencies.</p>
Adaptive	<p>Adopt an active interest in learning and development opportunities that will enable you to strengthen and broaden your skills</p> <p>Experiment with new ways of working to help continuously improve how we deliver outcomes (including through the use of digital tools and platforms)</p> <p>Anticipate new challenges & opportunities to be able to adapt to change around you</p>
Resilient	<p>Embrace a consistently positive attitude and effectively prioritise workload to support your own wellbeing</p> <p>Cultivate a supportive environment with colleagues so people feel part of a team that looks out for each other</p> <p>Prioritise the use of resources that helps us be financially and environmentally sustainable</p>
Leadership	<p>Be open to coaching approaches to support others in finding solutions to problems</p> <p>Role model the principles above to inspire others to demonstrate positive behaviours</p> <p>Develop an understanding of the political processes that guide our organisation and show commitment to the safeguarding of others</p>

	Essential	Desirable
Qualifications	Good standard of education to GCSE standard or equivalent.	
Knowledge	Detailed knowledge and understanding of current housing and homeless legislation	Strong knowledge of social housing allocation and private rented sector

	<p>and its implications on the allocation of accommodation</p> <p>Detailed knowledge and understanding of the causes of homelessness and best practice in preventing homelessness</p> <p>Strong knowledge of Welfare Benefits</p>	
Experience	<p>Experience of dealing with people face to face with complex needs and displaying challenging behaviour.</p> <p>Experience of working in a local authority housing service.</p>	
Communication	<p>Speaks confidently conveying clear messages to a wide range of audiences</p> <p>Conveys written information clearly and accurately to a wide range of recipients</p> <p>Able to operate mainstream IT applications</p>	
Relationship Building	<p>Builds positive and productive working relationships with a wide variety of individuals including staff, managers and residents to support tenants needs.</p> <p>Positive attitude to customers and to the delivery of high quality services.</p> <p>Demonstrates a clear commitment to the team approach; exchanging ideas and providing support to colleagues</p>	
Analytical	<p>Negotiates successfully, remaining open to suggestions, whilst significantly influencing outcomes</p> <p>Reaches sound judgements after careful and systematic evaluation of relevant facts</p>	
Planning/ Organising	<p>Good financial awareness and ability to undertake financial assessments</p> <p>Able work as part of a team and on own initiative</p> <p>Time management and organisational skills</p>	

Other requirements	Valuing kindness and compassion in the workplace	
	Acceptance of political restriction	
	Able to travel within the Adur and Worthing Districts	

Job description & Person Specification agreed by:

Post holder (Print name):	
Signature:	
Date:	