**Job Description**

Job Title: Temporary Accommodation Officer

Pay Grade: W3

Directorate: Communities

Team: Housing Services

Reporting to: Housing Team Leader Tenancy

Budgetary Responsibilities:

* Staff – N/A
* Other Direct – N/A
* Other Indirect – N/A

Total N/A

Job Purpose:

Work collaboratively with service managers, housing colleagues, contractors and customers providing a one team, customer centric approach to service delivery and ensuring the Housing Service is delivered to the highest standard.

To ensure that a high quality, customer focused housing management service is provided across the council’s temporary accommodation portfolio for households either homeless or at risk of becoming homeless.

To act as link with housing options colleagues and those in temporary accommodation and signposting to appropriate services.

To oversee the effective licence and/or tenancy management including making best use of temporary accommodation stock.

Main Tasks:

1. Responsibility to ensure full compliance is maintained in respect of fire risk assessments. To oversee that weekly fire testing is carried out at every site and fire drills at the prescribed frequency. Ensure that residents are fully acquainted with fire precautions, emergency exits and council procedures in case of fire.
2. To assist the Income Recovery Team by supporting residents to resolve rent arrears promptly.
3. To ensure all temporary accommodation buildings are maintained to a high standard making sure repairs are reported, carried out promptly and to a satisfactory standard.
4. To monitor the cleanliness at all temporary accommodation sites and performance of the cleaning contractors, reporting any deficiencies.
5. Work in collaboration with the Housing Options Team to ensure that the council is fully compliant with its statutory homelessness duties.
6. To ensure residents comply with the terms and conditions of their licence agreement, liaising and working in partnership with colleagues and other agencies for support in respect of potential breaches and anti-social behaviour issues and make decisions on issuing and terminating licence/tenancy agreements.
7. Responsibility to ensure full compliance is maintained in respect of fire risk assessments. To oversee that weekly fire testing is carried out at every site and fire drills at the prescribed frequency. Ensure that residents are fully acquainted with fire precautions, emergency exits and council procedures in case of fire.
8. Attend meetings as required and develop good working relationships and ensure there is an effective response and range of support to meet the needs of a diverse range of client groups.
9. Take the necessary measures to ensure residents become tenancy ready to move on from temporary accommodation into independent living.
10. Actively assist residents to engage with their personalised housing plan to access appropriate housing pathways as an alternative to temporary accommodation provision.
11. To actively engage tenants in service delivery improvement options to help shape future services and provision to residents in temporary accommodation.
12. To update and maintain IT Information systems including the council’s electronic document management system.
13. To assist with investigation of complaints, ensuring these are dealt with in a prompt and fair manner and in accordance with corporate and departmental procedures.
14. To attend training and development sessions to keep updated on current service issues.

Other Responsibilities:

* To undertake other duties which may arise or as may be delegated from time to time, commensurate with the skills required for this post. •
* Deputise for Rough Sleeping Team Leader and Housing Team Leader/s.

**Person Specification**

**Key:**

E = Essential, D = Desirable,
A = Application Form, I = Interview, P = Presentation

Please list as required.

|  |  |  |  |
| --- | --- | --- | --- |
|  **Criteria** |  **Standard** | **E/D** | **Measure** |
| **Education & training** | * GCSE grade C or equivalent in English and maths
* Housing, community engagement, communications or other relevant related professional qualification
 | ED | AA |
| **Experience** | * Previous experience in a housing, social work/ community care or engagement/communications role in public, voluntary or private sector
* Experience of working with tenants, leaseholders and external agencies.
* Understanding of the needs of vulnerable individuals, families and households, families and households
* Demonstrable experience in delivering customer-focused services and initiatives
* Practical experience and understanding of supporting service teams and/or providing support different client groups
* Understanding of safeguarding children and vulnerable adults
* Excellent verbal, written and presentation communication skills
* Good listening skills and the ability to build a rapport with a diverse network of individuals
* Able to handle conflict, difficult conversations and negotiations professionally and persuasively with customers either face-to face, by phone or online, including those who may be in difficult and/or emotionally charged situations.
* Ability to engage effectively with a diverse audience using a wide range of communication tools.
* Numerate
* Ability to demonstrate a sound judgement in a wide range of situations
 | EEEEDDDEEEEE | A/IA/IA/IA/IA/IA/IA/IA/IA/IA/IA/IA/I |
| **Special Requirements** | * Willing to work flexible hours, evenings and weekends as required
* Full driving licence
 | EE | A/IA/I |

**Candidate Screening**

|  |  |
| --- | --- |
| **Does Rehabilitation of Offenders Act 1974 apply?** | Yes |
| **Disclosure and Barring Service check required?** | Yes |
| **If yes, what level?** | Basic |
| **Is this a Politically Restricted Post?** | No |
| **Does this role have emergency responsibilities?** | No Choose an item.  |

**Role Map**

|  |  |
| --- | --- |
| **Behaviour** | **Level Required** *(1-4)* |
| Shaping our Future | **2** |
| Leading our People | **2** |
| Delivering for our Customers | **2** |
| Making Change Happen | **2** |
| Team and Partnership Working | **2** |
| Communicating Openly | **2** |
| Performance Management | **1** |

Please refer to the Council’s Behavioural Framework for examples and indicators of the expected behaviour required at each level (this will be attached as a document to each job advert).