



Role profile

Job Title: Booking, Cancellations and TA Tracking Officer

Post Number: 217031

Grade: PO1

Directorate: Housing, Planning and Economic Regeneration

Service: Homelessness, Independence and Preventative Services

Reports to: Service Manager

PURPOSE OF ROLE:

- You are a frontline professional delivering a first class, modern and flexible service to some of the most vulnerable people in the Borough. You are outcome focussed and creative in the way you achieve successful outcomes by implementing bespoke solutions to complex problems.
- You book-in, and cancel, and track applicants placed in emergency and temporary accommodation to ensure compliance with relevant legislation and guidance. You maintain accurate records to maximise use of available accommodation, transferring households to more suitable accommodation as required and assist with the collection of income by tracking rent accounts and Housing Benefit claims.
- You work with colleagues across the service, the council and with external agencies to resolve issues where applicants may no longer be residing in their accommodation. You assist with emergency and temporary accommodation placements, liaising with external providers. You proactively prevent and resolve crisis and work collaboratively to resolve wide ranging issues associated with emergency accommodation.
- You are proactive in reviewing and evaluating your own performance and acting on your own initiative to improve and develop.

KEY ACCOUNTABILITIES

- Track applicant records for each emergency or temporary accommodation placement, assisting to monitor rent accounts and maximise income, ending accounts in a timely manner to ensure effective control of monies owed.
- Work flexibly to meet service needs and the needs of residents, providing practical interventions, including visits to emergency accommodation.
- Work collaboratively with your colleagues, partner agencies, voluntary sector and residents to contribute to the effective delivery of the integrated preventative service across housing, health and social care.
- Work in a person-centred way, carrying out investigations to capture housing, health, social care, financial and employment needs and working proactively with other agencies to ensure those needs are met.
- Utilise multiple ICT systems to check, record and maintain concise, accurate and evidence based records and statistical data, working closely with accommodation providers and staff across the service to ensure information is kept up to date.
- Collate statistical information to ensure internal and external data requests can be fulfilled, assisting to submit data returns in a timely manner.
- Work effectively in a changeable environment to achieve targets and service objectives with competing priorities, while assisting to continuously improving our service offer to residents to meet changing needs and integrate digital solutions.
- Maintain a detailed knowledge of emergency and temporary accommodation available, keep up to date with Government guidelines regarding the use of accommodation and identify and fulfil additional duties that may be owed, for example in relation to protection of personal belongings to ensure the Council is meeting all statutory responsibilities.
- Keep up to date with key legislation, policies and procedures, in particular in the areas of homelessness and eligibility for housing and homelessness assistance, and the council's statutory duties in relation to housing, health and care needs, to ensure high quality, timely decision making.
- Maintain up to date service information and proactively build professional relationships, making referrals to internal departments and external agencies, proactively following up to ensure referrals are acted on.
- Adopt safe working practices to comply with legislation, policies and procedures, while identifying risks posed by challenging behaviour, identifying and recording accurate information to minimise risks to others.

- Deal promptly and effectively with enquiries and referrals and be part of a duty rota system, including participation in the council's emergency planning and responses to emergency situations when required to do so.
- Cover for other staff across the service as required and undertake other duties commensurate with the purpose of the post.
- To assist in the conduct of elections when required to do so.

These are the values that drive us:

Lead with heart

We're here for the people of Hounslow. We work together with them and for them with care and compassion, with patience and in partnership. We put ourselves in other's shoes, remembering that every person is different, and every interaction is a real moment in their lives. We always feel first.

Do new

We need to do things differently if we're going to help Hounslow people thrive in the future. Hard work is important but it's not enough on its own. We need to challenge ourselves to break new ground, invent new approaches, try new ideas keep moving forward and keep improving. That means being ready to stop doing things we've done before. It means taking on risk and backing each other when we take a leap.

Pass on the power

The world keeps on changing and we need to change with it. We won't be able to adapt fast enough to the future needs of our residents if we stick to old fashioned command and control. We need to hand over responsibility and give people more power to make decisions and take action themselves. It's about being transparent and straightforward. It's about providing tools and support. But most of all, it's about being ready to trust each other to do the right thing.

Harness the mix

We work together, across disciplines and roles. We talk lots, share our insights, our skills and experience. We're not interested in siloes or defensiveness. We're always open to different approaches, we're flexible and ready to adapt. We break down the barriers between our parts and people to unlock the problem-solving power of our amazing mix of minds.

Be a rock

There's lots to do and people need us. It's up to us to take the initiative. To take responsibility. To stand up and be counted. Everyday. It's about being super focused, effective and efficient. It's about allocating our resources smartly and with good rationale – using data to help guide our decisions. But most of all, it's about having the strength and determination to keep on going through thick and thin.

The top 5 things about you that are most important:

- You have experience of working in a pressurised customer orientated environment involving complex and diverse client groups and a good understanding of complex legislative frameworks including homelessness, social care, mental health, immigration and welfare benefits.
- You are a great communicator to engage effectively with a broad range of people to influence, negotiate and persuade, and you quickly build trusting relationships in highly charged, complex and challenging circumstances in ways which support people and professional decision making.
- You act with integrity, take personal responsibility and handle stress effectively while maintaining high levels of motivation and enthusiasm to maximise income for the council and minimise debts to residents, using proactive and creative solutions.
- You work independently, proactively and flexibly, being an expert problem solver demonstrating excellent analytical skills, while you research and apply relevant legislation and policy to complex and contentious cases.
- You are a high performing individual who works collaboratively with others, adapting to meet a range of changing needs while achieving targets and service objectives and make the team the very best it can be.

Qualifications:

- You have relevant work-based experience and engage in continuous professional development.
- You can travel independently around the Borough to carry out visits and meet other professionals in community settings.
- A standard DBS check is required.