

 St Albans City & District Council	Job Description and Person Specification	
Job Title	Accommodation Support Advisor (20 months fixed term)	
Post Number	P2414	
Grade	Grade 5	
Other Payments	Essential car user allowance	
Job Family	Community Support and Delivery	
Service	Housing	
Progression	Progression through the grade is dependent on performance against delivery targets, value and behaviours	
Hours per week	37	
Accountable to	Accommodation Support Team Leader	
Date created/ reviewed	October 2025	

JOB DESCRIPTION FOR ACCOMMODATION SUPPORT ADVISOR

Job Purpose

To be responsible for tenancy and estate management for applicants housed in temporary accommodation, allocating temporary accommodation working under the supervision of the Accommodation Support Team Leader.

Provide Housing Related Support to households in temporary accommodation. This may include regular visits to all service users to provide support and monitor wellbeing as well as signposting to services which may provide additional or specialist support.

To ensure a smooth, supported move-on process for applicants from allocation of temporary accommodation through to discharge of duty into secure accommodation, providing appropriate levels of support.

Accountabilities

1. Assistance with maximising a household's income in claiming benefits including Housing Benefit claims and where necessary arranging referral and support from Citizens Advice, floating support or any other relevant agency. The postholder will liaise with the Housing Income team over complex arrears cases.
2. To maintain and manage a client caseload, undertaking the assessment and identification of support needs of vulnerable clients in temporary accommodation. To advocate on behalf of clients with a range of agencies and organisations.
3. To prepare a Support Plan for all households signed into temporary accommodation and keep these regularly updated. To ensure the Support Plan is followed to prevent homelessness and respond to any issues which may put their temporary accommodation at risk.
4. To prepare licences and signing up new licencees within target timescales and setting up the new occupancy details on the Housing IT system, giving relevant information on the property/area and to ensure that licencees are aware of their legal responsibilities.
5. To allocate temporary accommodation making the best use of the council's stock and in accordance with council policies, working alongside the Accommodation Support Team Leader. To maintain accurate records of residents staying in temporary accommodation and their subsequent departure. This includes the administering of hotel placements.
6. To ensure correspondence, written and IT records are maintained and updated efficiently. Dealing with queries from external organisations on behalf of licencees or in respect of individual and community matters in an efficient and professional manner.
7. To follow safeguarding procedures and policies and to report incidents of suspected abuse or neglect of children or vulnerable adults to the designated officer. To respond to straight forward anti-social and noise nuisance complaints with support from senior colleagues, liaising with relevant departments within the Council as a means of addressing problems as required.
8. To deal face to face with clients with a variety of support needs such as drug and alcohol use, mental health problems, learning difficulties and people who may behave in an aggressive manner.
9. To deal with day to day issues in relation to void properties in temporary accommodation on a daily basis. Working with the Accommodation Support Assistants to ensure accommodation is ready and suitably furnished for admittance of homeless families at all times.
10. To be the key point of contact, source appropriate temporary accommodation, including B&B's, in the absence of the Accommodation Support Team Leader.

Demands

Physical

Ability to work within an office environment and to carry out home visits on a daily basis.

Ability to walk around estates on a regular basis approximately 3 times a week and climb stairs as necessary up to 12 floors.

To visit properties where building works and void works may be underway (1-3 times weekly).

Ability to use a mobile phone and computer or other IT hardware and software and to sit at a keyboard for extended periods (up to 2 hours at a time)

Mental

Ability to provide housing management and support to clients in temporary accommodation and sheltered housing ensuring that proper procedures are followed.

To be able to understand and explain complex information in a straightforward and easily understandable manner to customers or their representatives. This may include people who may have a limited ability to comprehend due to drug or alcohol use, learning difficulties, mental health problems, hearing or visual impairment or to people who may be distressed due to family or relationship breakdown or for whom English is not the first language.

The ability to advise, persuade and negotiate utilising a range of communication skills to ensure legal obligations are met in respect of adhering to the terms of their licence or tenancy and paying rent and any charges in a timely manner.

Ability to meet Court deadlines and other information reporting deadlines in respect of legal or contract requirements e.g. departmental targets (1-5 cases monthly).

To have an understanding of current legislation and be able to apply any new legislation pertinent to the role.

To have the ability to arrange routine tasks with the flexibility to deal with emergency problems that occur from time to time. These interruptions will be largely customer driven.

To ensure that procedures related to void property management are conducted within target timescales and to ensure void properties are brought up to a clean and safe lettable standard.

Emotional

Representing the Council in Court Possession cases and evictions. (1-6 times per month).

Working Conditions

Visiting properties which are in a filthy condition which can include flea infestation and the presence of human faeces for example (2-6 times per month).

Attending properties where drug paraphernalia including needles may be present (2-6 times per month).

Attending clients' homes who are heavy smokers (1-4 times per week).

Visiting outdoor areas during inclement weather (Daily)

Visiting tenants who are potentially violent or aggressive (2-4 times weekly).

Whilst on standby the post holder will be required to attend sheltered and temporary accommodation schemes at any time during the day or night and in all weathers.

Other Employment Requirements

To take responsibility for safe keeping of mobile phone and other work related equipment e.g. cameras, laptops.

A clean driving licence and access to a vehicle, taxed and insured for business use is required.

Basic Disclosure Check required.

To be available to assist with departmental responsibilities in accordance with the corporate Emergency Planning and Business Continuity arrangements.

Please note this post is suitable for hybrid working.

Method of Assessment Codes

A	Application Form	T	Tests (online / at interview)	R	Reference	D	Documentary Evidence	I	Interview	O	Other
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ROLE SPECIFIC PERSON SPECIFICATION ACCOMMODATION SUPPORT ADVISOR				
Criteria		Essential	Desirable	Assessment
Values and Behaviours				
	We are Customer Driven	X		I, T, R
	We Care	X		I, T, R
	We are Confident	X		I, T, R
	We Work Together	X		I, T, R
	We are Trusted	X		I, T, R
Qualifications				

Q1	To be educated to A Level or NVQ Level 3 equivalent standard and/or significant experience of working in social or supported housing service provision	X		A/D/I
Q2	Valid driving licence	X		A/D
Q3	Housing qualification, e.g.an HNC in Housing Practice		X	A/D
Knowledge				
K1	Working knowledge of housing law, landlord and tenant law and legal procedures relating to temporary accommodation management	X		A/D/I
K2	A commitment to and an understanding of the concept of Equal Opportunities	X		A/D/I
K3	Working knowledge of using Windows based packages and databases or housing software	X		A/I
K1	Some knowledge of Government resettlement schemes and relevant policy/legislation	X		A,I,D
K4	Knowledge of housing allocation policies, safeguarding and homelessness legislation		X	A/D/I
Experience				
E1	Significant experience of working within social or supported housing environment with vulnerable and homeless groups	X		A/D/I
E2	Ability to contribute positively as a member of a supportive team in the provision and development of services	X		A/I
E3	Experience of working within a front line service and a commitment to high quality customer care	X		A/I
E4	Experience of working effectively within policies and procedures	X		A/I
E5	Ability to comply with data protection, security and confidentiality standards of the Council	X		A/I
E6	Experience of maintaining accurate written records ensuring they are completed in a timely manner within target timescales and to maintain information on databases	X		A/I
E7	Good communication skills with the ability to deal with difficult and challenging situations	X		A/I

For further information on the scope of accountabilities when working at this level please see the generic job description/person specification [here on our website](#).