

RUGBY BOROUGH COUNCIL

JOB PROFILE

Post No.

Post Title: Temporary Accommodation Officer

Unit/Team: Housing Advice and Benefits Team

Grade: Grade E

Service: Communities & Homes

Reports to: Team Supervisor (Homelessness and Prevention)

Issue Date: June 2025

PURPOSE OF THE JOB

The main responsibilities of the post are to provide all housing management functions of the Council as far as they affect residents of temporary accommodation (self-contained and non-self-contained), leased, or owned by Rugby Borough Council to achieve its housing objectives and the priorities of the Council.

To support the Homelessness Prevention Officers to prevent and relieve homelessness.

To increase housing options for people who are homeless by developing links with local landlords, and housing providers.

To contribute as a member of a multi-functional team of housing staff to provide a seamless, qualitative and customer- focused service.

To contribute as a member of the wider team in creating a positive working environment.

To ensure that customer care is maintained to the agreed standards according to the Council's purpose, aims and values.

Contribute to the delivery of a comprehensive Housing Service for those experiencing homelessness, in accordance with the Council's policies and procedures.

Deliver the housing service in accordance with the Corporate and Housing Strategies including the Council's Homelessness and Rough Sleeper Strategy.

Work on own initiative under the general direction of the Team Supervisor (Homelessness and Prevention) and the Housing Advice Team Leader

1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- 1.1 Provide a housing management service for all clients placed into temporary accommodation under the Council's Statutory Homeless duty, in conjunction with the Housing Advice and Benefits Team.
- 1.2 Provide advice, assistance, and information by way of office interviews, home visits, telephone calls, written correspondence, and e-mail, efficiently and courteously with particular emphasis on customer care.
- 1.3 Liaise with Homelessness Prevention Officers, to ensure appropriate guidance and information is provided in the delivery of housing services and to identify and resolve any complaints or problems relating to the accommodation provided.
- 1.4 To undertake the sign-up of clients into temporary accommodation, supporting more vulnerable clients to set up utilities and claim Housing Benefit and offering assistance during their time in temp with holistic support.
- 1.5 Advise clients on appropriate payment methods such as standing orders, direct debits, online payments, etc. In particularly encourage the take up of Direct Debit Mandates for the payment of rent and service charges.
- 1.6 To monitor rent accounts and where rent accounts are in arrears to take appropriate action in consultation with their Homelessness and Prevention Officer.
- 1.7 To ensure all letters regarding rent arrears are in accordance with our duties under the Homeless Reduction Act 2017 and Part 7 of the Housing Act 1996 (as amended).
- 1.8 Conduct a visual inspection of all accommodation to ensure that it meets the required standards of repair, liaising with Private Rented Sector Landlords and the Council's Environmental Health Officers where required.
- 1.9 Sourcing best-value contractors to complete repairs under the direction of The PRS. Monitoring the work undertaken and invoicing for rechargeable repairs.
- 1.10 Carry out appropriate checks to establish that properties meet legal standards, in terms of safety and energy performance including Fire Risk Assessment, ensuring all checks are completed on time and results recorded.
- 1.11 To maintain regular contact with licensees to ensure the non-secure tenancy agreements or licence agreements are being adhered to in terms of property condition, conduct, and rental payment. Identifying any barriers to moving-on and supporting clients to overcome these barriers.

- 1.12 To investigate, report and act upon possible breaches of licence / tenancy conditions in conjunction with their Homelessness and Prevention Officer
- 1.13 To investigate and report upon any concerns for the residents' health and well-being to their Homelessness and Prevention Officer
- 1.14 Manage and investigate complaints of anti-social behaviour and neighbour disputes and take prompt and appropriate action against the resident in conjunction with their Homelessness and Prevention Officer, Housing Services Team other agencies such as the police and social services. Ensure accurate records are maintained, collation of witness statements and ensure we are working within current legislation.
- 1.15 To ensure all warning letters regarding behaviour are in accordance with our duties under the Homeless Reduction Act 2017 and Part 7 of the Housing Act 1996 as amended, and in accordance with the terms and conditions of the licence / tenancy agreement, policies, and procedures of the Council.
- 1.16 To seek the approval of the Team Supervisor (Homelessness and Prevention) in all cases where eviction action is being considered.
- 1.17 To issue Notice to Quit, manage evictions and lock changes, removal, storage, and disposal of personal possessions in accordance with our Guidelines.
- 1.18 To arrange for and monitor cleaning and maintenance of shared accommodation (HMOs) used by Rugby Borough Council as temporary accommodation.
- 1.19 To work closely with the Senior Homelessness and Prevention Officer, estate agents, letting agents, and landlords to ensure there is an adequate supply of privately rented accommodation to meet the housing needs of those facing homelessness.
- 1.20 To find innovative ways to prevent and relieve homelessness.
- 1.21 To manage and arrange payments to landlords of the PSL accommodation portfolio.
- 1.22 To engage with landlords approaching the end of a lease to negotiate the return of the property or a new term. Liaise with The PRS to reach agreement over refurbishments and/or repairs to any property where the lease is not to be renewed.
- 1.23 Ensure all work is recorded on Jigsaw and/or in the PSL shared folder and all documents uploaded. Prepare cases notes and reports as requested.
- 1.24 Ensure all monitoring records are accurately maintained.
- 1.25 Prepare reports on statistical data for monitoring the service and recommending where improvements can be made.

2. OTHER DUTIES AND RESPONSIBILITIES

- 2.1 Respond to reports of unkempt and potentially hazardous properties by carrying out an inspection of the property taking the appropriate action. Where appropriate lead a multiagency approach to support the tenant in adhering to their tenancy agreement.
- 2.2 Participate in working parties/groups to contribute to the development of the team, the Communities and Homes Service, policies & procedures.
- 2.5 Attend at Court when necessary to give evidence on behalf of the Council but at all times ensuring your health and safety.
- 2.6 When required provide reports for children and adult social care proceedings.
- 2.7 Participate in the formation of a personal development plan and in the development and improvement of the service.
- 2.8 Maintain awareness of legislation, circulars, and other information relevant to the service to ensure we are acting within legislation.
- 2.9 Ensure any accident to staff, tenants or visitors is reported in accordance with the Council's existing health and safety procedures.
- 2.10 Any other reasonable duties as requested by your manager, in line with your skills and knowledge.
- 2.11 Be aware of health and safety legislation and so far, as is reasonably practical ensure compliance with the Health and Safety Act, the Council's Safety Policy and Departmental Safety Policy.

3. SUPERVISORY RESPONSIBILITIES

None

4. FINANCIAL RESPONSIBILITIES

To raise requisition orders for purchasing from internal and external sources under agreed Council procedures.

To ensure that no expenditure is made without due authorisation.

Ensure rent loss is kept to a minimum.

5. RESPONSIBILITY FOR ASSETS AND DATA

All assets and data as required to perform the role.

6. EXTENT OF PUBLIC CONTACT

Tenants, residents, and their visitors. The Police and Social Services. Voluntary and statutory agencies. General Practitioners, Health Visitors, Mental Health Resource Centre, Occupational Therapists. Housing Associations, other local authorities, solicitors, and other professional organisations. CA, ASB and Mediation Services. Contractors. Other departments within the Council. Senior Officers within Housing and Environmental Services and other departments. Councillors and the M.P.

7. WORKING CONDITIONS AND ENVIRONMENT

37 hours per week subject providing team office cover. Hybrid working hours & Flexitime scheme are available in line with the Council's Flexible, Agile & Flexitime policy.

A full current driving licence is essential for this post.

A Basic Disclosure and Barring Service check is required for this post.

8. CORPORATE RESPONSIBILITIES

All staff have to act within the Council's rules and follow all reasonable management requirements. These are contained within: the Council's Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

- Financial Accounting
- Equality and Diversity
- Health and Safety
- Risk Management
- Anti- Fraud
- Data Quality and Data Protection
- Business Continuity
- Major Emergency Plan
- Procurement and Contract Management
- Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policy are available on the staff intranet or from your manager.

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS

Refer to Person Specification attached.

Signed as agreed:

Postholder

Date

PERSON SPECIFICATION

Post: Temporary Accommodation Officer



For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria.'

Criteria	Essential/ Desirable	Method of Assessment
Previous experience of providing housing management related services within the social housing or private rented sector.	E	A,I
A Full Valid Driving License	E	A,I
Previous experience of providing support and guidance to vulnerable people in a sensitive but firm manner	E	A,I
Ability to work on own initiative and investigate issues and develop recommendations for action	E	A,I
Experience of explaining complex issues in a face to face, telephone based or video-based environment	E	T
Good time management skills and the ability to work effectively under pressure and prioritise to meet deadlines	E	A,I
Ability to work in partnership, network, influence, problem solve, overcome barriers, and apply solution focused approaches	E	A,I
A good understanding of the importance of confidentiality, safe practice, safeguarding, anti-discriminatory practice, and equal opportunity	E	A,I
Awareness of the current housing issues and the local and national political and social framework within which local authority housing services operate	D	A,I,
A working knowledge of the Homelessness Reduction Act 2017, Housing Act 1996, and Homelessness Act 2002	D	A,I

Application	A
Interview	I
Test (written, presentation, practical – e.g., word processing)	T
References	R
Documentary – e.g., certificates	D