

Job Description and Person Specification

Post Title: Housing Accommodation & Enabling Officer

Reports to: Housing Accommodation Manager

Scale: 4

Politically Restricted: No

Overall Purpose

To support the day-to-day delivery of temporary accommodation services, ensuring that accommodation is allocated, managed and monitored effectively and in line with the Council's statutory duties. The post holder will work directly with households placed in temporary accommodation, private sector landlords, and partner agencies to ensure placements are suitable, lawful, and well managed.

Key Roles, Tasks and Responsibilities

1. To organise the placement of households into temporary accommodation, ensuring placements are made safely, efficiently and in accordance with the Council's statutory duties.
2. To arrange and coordinate moves into and out of accommodation, including organising removals and storage where required
3. To carry out inventory checks, condition inspections and handovers of temporary accommodation units
4. To notify Council Tax, Housing Benefit / Universal Credit teams and other relevant agencies of tenant movements
5. To ensure accommodation placements are suitable, safe and compliant with relevant housing standards and legislation
6. To liaise with private sector landlords, managing agents and accommodation providers to secure and sustain temporary accommodation placements
7. To support the procurement and utilisation of temporary accommodation, including private sector leasing arrangements
8. To provide clear advice to households regarding licence conditions, tenancy responsibilities and expected standards of behaviour
9. To identify tenancy breaches at an early stage and work with households and partners to resolve issues
10. To assist with enforcement or legal action where required, ensuring appropriate intervention has been attempted beforehand
11. To maintain accurate and up-to-date records on housing management systems and ensure data quality

12. To respond to enquiries, complaints and service requests relating to temporary accommodation in a professional and timely manner
13. To work closely with internal teams and external agencies to support households and reduce repeat homelessness
14. To keep up to date with relevant legislation, guidance and best practice relating to homelessness and temporary accommodation
15. To support the strategic monitoring and analysis of data relating to the enabling and delivery of affordable homes, affordable housing schemes and new development, helping to inform service planning, reporting and decision-making.
16. To support the Housing Strategy Team Leader with administrative and monitoring responsibilities that contribute to the effective delivery of the Council's housing priorities, including maintaining accurate records of new market and affordable house types.
17. All officers are expected to contribute and work towards the ongoing policies on Community Development, Best Value, Housing Issues, Crime and Disorder and Equal Opportunities.

Post Characteristics

Allowances: Casual Car User

On call/emergency situations: No

Security/safeguarding checks: DBS Basic

Health and Safety Responsibilities

1. To be familiar and comply with the Council's health and safety policies and procedures and health and safety policies and procedures as amended or added to from time to time.
2. To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager or the Corporate Health and Safety Adviser for action.
3. To take reasonable care for health and safety of yourself and others.
4. To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements are complied with.
5. To not intentionally or recklessly interfere with or misuse anything that has been provided in the interests of health and safety.

6. To maintain any Personal Protective Equipment that you are issued and required to wear, and to report any defects to your line manager.

Emergency Planning/Response Responsibilities

1. To carry out the duties specified in relation to the post in the Emergency Plan, Business Continuity and other associated documents.

Person Specification

Knowledge

Essential:

- Knowledge of homelessness legislation and guidance relating to temporary accommodation (2, 3*)
- Understanding of the Housing Act 1996 and the Homelessness Reduction Act 2017 (2, 3*)
- Awareness of Landlord and Tenant responsibilities (2, 3*)
- Knowledge of welfare benefits as they relate to accommodation placements (2, 3*)
- Awareness of safeguarding, domestic abuse and data protection requirements (2, 3*)

Desirable

- Knowledge of local authority housing policies and procedures (2, 3*)

Experience

Essential:

- Experience of working in a housing, homelessness or customer-facing service (2, 3*)
- Experience of dealing with vulnerable people and complex situations (2, 3*)
- Experience of working in an administrative environment and maintaining accurate records (2, 3*)

Desirable:

- Experience of working in temporary accommodation or private sector housing (2, 3*)

Skills/Abilities

Essential:

- Ability to organise and manage accommodation moves effectively (2, 3*)
- Strong communication and negotiation skills (2, 3*)
- Ability to work collaboratively with landlords, partners and internal teams (2, 3*)
- Good problem-solving skills and ability to work on own initiative (2, 3*)
- Ability to manage competing priorities and meet deadlines (2, 3*)
- Competent IT skills, including use of housing management systems (2, 3*)

Qualifications/Training

Essential:

GCSE grades 4-9 (A* - C) in Math and English. (2, 4*)

Other

Essential:

Willingness to undertake any additional training associated with the role. (2, 3*)

Maintains confidentiality in line with organisational and statutory procedures. (2, 3*)

Flexible and receptive to new ideas and ways of working. (2, 3*)

Full driving licence (2, 4*)

Method of assessment*

1. Test after shortlist
2. Application form
3. Probing at interview
4. Documentary evidence

Job Description and Person Specification details:

Reviewed by: Housing Services Manager

Latest Version Date: June 2026

Job Evaluation Ref: A2183