

JOB TITLE: Temporary Accommodation Officer

DEPARTMENT: Housing Services

POST NUMBER: 791

GRADE: Scale 5

ACCOUNTABLE TO: Temporary Accommodation Manager

LOCATION: Milford House, Sussex Street Hostel, Westgate Place, Gordon Watson House, Lent Hill Court, Brittany House, 59 Colebrook Street, 17 Eastacre, City Offices and other non-secure tenanted accommodation in District & City Offices.

POST OBJECTIVE: To work as part of the Temporary Accommodation team to provide day to day management of the Council's temporary accommodation for homeless households. To provide low level support to ensure residents are tenancy ready to access move on/independent living opportunities. Provide a customer focussed high quality housing management service including signing up new tenancies, income recovery, estate management, enforcement, managing cases of nuisance and anti-social behaviour, preparing and serving legal paperwork, representing the Council at Court.

SPECIFIC TASKS:

TENANCY SERVICES - TEMPORARY ACCOMMODATION

1. To welcome and receive households who are homeless into the Council's temporary accommodation.
2. Carry out sign-up procedures including agreement with residents of the property inventory at both the start and the end of their occupancy.

3. Ensure that occupants comply with the terms and conditions of their licence/tenancy agreement, and to liaise with colleagues and with other agencies (e.g. Police, Social Services etc.) over breaches.
4. Ensure all residents are acquainted with fire precautions, emergency exits, procedures in case of fire and carry out weekly fire testing and fire drills at the prescribed frequency.
5. Undertake regular inspections of all rooms, communal areas (including the Council's fixtures & fittings) and fire-fighting equipment, and report defects.
6. Maintain the security of the Council's buildings, fixtures, fittings, equipment and all keys.
7. Keep accurate records and ensure these are kept confidential in accordance with procedures.
8. Pro-active management of all nuisance and anti-social behaviour cases including neighbour nuisance, harassment, hate crime, domestic abuse, violence and illegal or immoral activity ensuring speedy resolution of issues using appropriate remedies in line with departmental policies and procedures.
9. To carry out rent accounting duties, process rent recommendations and where applicable take action as required to support occupants in maintaining their payments.
10. Carry out interviews and prepare with accuracy notices, statements and other paperwork required for Court hearings, attending Court as necessary and giving evidence in support of possession proceedings.
11. Proactively manage all cases where possession orders have been granted.
12. Conduct evictions for tenancy breaches in liaison with the Police and Court Bailiffs as appropriate.
13. Identify potential new properties to be brought back into use for temporary accommodation for households from Ukraine.
14. To support the Ukrainian resettlement team, where required.
15. Work closely with Housing Options and Allocations to ensure joined up working to aid successful move-on from Temporary Accommodation.

MAINTENANCE AND MONITORING

1. To undertake weekly Health and Safety inspections of designated temporary accommodation sites.

2. To ensure all maintenance works within the buildings are reported and carried out promptly and to a satisfactory standard.
3. To request stores and equipment as necessary.
4. To monitor the cleanliness of the hostels and performance of the cleaners and report any deficiencies.
5. To make arrangements as necessary for the removal and storage of furniture and personal effects and to liaise with SCRATCH and other agencies to obtain furnishings for clients and arrange removals as necessary.

SUPPORT

1. To undertake and review support plans with each resident.
2. To identify support issues of individual residents and make appropriate referrals to supporting agencies.
3. To be aware of the Council's safeguarding policies and procedures in order to safeguard vulnerable adults and children. To raise and report any concerns relating to procedures and identified safeguarding issues.
4. To liaise with statutory and voluntary sector partners to enable residents to access services and assist statutory agencies in fulfilling their duties.
5. Assist residents in completing housing benefit forms and providing any proofs needed by the Housing Benefit team.
6. To receive and deal with reports of nuisance, referring to colleagues and other agencies for support as appropriate.
7. To take measures required to help residents become tenancy ready and move on from temporary accommodation into independent living.
8. To carry out resettlement assistance for residents moving via Hampshire Home Choice.
9. Attend partnership working meetings, MARAC, MARM etc. as and when required.

IMPROVEMENT OF SERVICE

1. To involve residents in consultation and activities which contribute to their wellbeing, and which allows them to shape the services provided.

2. Assist with collection of statistical information and resident profiling information to inform the service.
3. To actively participate in bringing about improvements in service provision to residents in temporary accommodation.
4. Contribute to the development and implementation of effective procedures that ensure continuous service improvement to meet the needs of customers, regulators and other stakeholders.
5. Ensure comprehensive notes are recorded on the Orchard Housing System, Tenancy and Property records of all tenancy related matters and contacts with customers.

GENERAL TASKS:

1. Provide high standards of customer care at all times, in accordance with the Council's Customer Service Standards.
2. Adhere to the Council's Health & Safety, Customer Care, Equal Opportunities, Confidentiality/Data Protection, Safeguarding and other relevant policies.
3. Be aware of, and keep up to date with, current relevant legislation.
4. Ensure the team maintains a duty system to cover the office at Milford House for residents to have contact with the Temporary Accommodation Team.
5. To undertake occasional evening and weekend work.

The post holder will also be expected to undertake any other duties within the level of responsibility of the post as specified by the Service Lead for Strategic Housing.

Health and Safety

Every employee while at work has a duty to take reasonable care of their own health and safety and that of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974.

Equality

Winchester City Council bases its employment practices on the concept of equal opportunity. As an equal opportunity employer the Council opposes all forms of discrimination or unfair treatment on the grounds of gender, marital status, race, colour, nationality, national origin, ethnic origin, religious belief, sexual orientation, disability or age. No employee or job applicant will be disadvantaged by any condition or requirement which cannot be shown to be justifiable.

Safeguarding

Winchester City Council has a responsibility to safeguard and promote the welfare of children and vulnerable adults. The post holder will undertake the appropriate level of training and is responsible for ensuring that they understand and work within the safeguarding policies of the organisation.

Signed.....

Dated.....



PERSON SPECIFICATION

JOB TITLE Temporary Accommodation Officer **POST NUMBER:** 791

DEPARTMENT: Strategic Housing **DATE:** September 2026

Requirements		Weighting	Assessment Method
Skills	Able to communicate clearly and effectively in writing and in person with people at different levels and of all abilities	3	A/I
	Interpersonal skills to deal with challenging behaviour	3	A/I
	Uses problem solving skills	3	A/I
	Excellent time management and organisational skills, ability to prioritise workload and meet targets	3	A/I
	Accurate record-keeping	3	A/I
	Excellent listening, questioning and negotiation skills	3	A/I
	Work well in a team; builds rapport with others	3	A/I
Experience	Working within a housing environment	3	A/I
	Working with vulnerable households	3	A/I
	Basic knowledge of welfare benefits	3	A/I

Personal Qualities	Ability to work flexibly and adapt to change	3	A
	Ability to work within a team and own initiative in accordance with policy & procedures & legislation	3	A/I
	Ability to deal with clients in an understanding but assertive manner	3	A/I
	Ability to deal with emergency situations calmly and appropriately	3	A/I
Specific Job Requirements	Must have access to own car and hold a full driving licence	3	A/I
	Able to lone work	3	A/I
	Enhanced DBS Check	3	A/I
Qualifications	GCSE (or equivalent standard) Maths & English	3	A
	Housing or Social Care Qualification	2	A
Weighting July 2026 3 – Essential for the successful performance of the job 2 – Desirable but can be achieved through on the job training or experience 1 – Useful but not essential for successful performance of the job			

Assessment					
Application Form	A	Interview	I	Tests	T
References	R	Presentation	P	Evidence of Qualifications	Q

September 2026