
Recruitment information

Job description and person specification

Your title	Temporary Accommodation Officer
DBS check	This requires a basic disclosure.
Post number	PRN000507
Your team	Housing Services
You would be based	Civic Centre, Esher
Your line manager	Team Leader Private Rented Sector and Temporary Accommodation

About the role

You will work within Housing Solutions which is responsible for the Councils Housing Register and nominations to social housing providers, the prevention of homelessness, provision of temporary accommodation and longer-term accommodation duties.

You will be one of two leads on all forms of temporary accommodation, finding and arranging placements in temporary accommodation for homeless households, explaining conditions of placement and an applicant's obligations, co-ordinating move on arrangements, dealing with queries, ensuring benefit forms are completed, income is maximised, and liaise with housing providers.

You will also provide support to the Private Rented Sector and Temporary Accommodation Team to enable the team to meet the legal obligations owed to homeless households across all forms of temporary accommodation and the Council's Rental Support Scheme.

The main purpose of the role:

To set up and coordinate all temporary accommodation placements and move-ons for homeless households, including contacting Providers to obtain information on vacancies, to make sure it is cost effective, and lengths of stay are minimised, with Housing Benefit and applicant income maximised.

To monitor and keep under review all households moving into temporary accommodation to ensure that move on plans are in place particularly where a statutory duty is owed and that suitability assessments are completed with appropriate move on arrangements. Where no further housing duty is owed, to contact providers to terminate accommodation liaising with the relevant Team Leaders.

To be the primary contact for Housing Solutions regarding Temporary Accommodation stock owned by the council. Overseeing and co-ordinating moves in and out and liaison with the Housing Contracts & Compliance Manager, managing agents and floating support services.

To provide general support towards applicants in temporary accommodation such as responding to queries, dealing with issues during occupation for either landlord or

tenant, occupation visits and maximising income and to support the Private Sector and Temporary Accommodation Teams activities.

Specific duties and responsibilities

1. Arrange, coordinate, and lead regular move-on meetings with Housing Solutions Team Leaders to ensure homeless households are placed into the most suitable and cost-effective temporary accommodation that meets legal duties, local policies, and resource pressures.
2. Carry out sign-ups for nightly-paid temporary accommodation placements, clearly explaining all terms, costs, behavioural expectations, and legal responsibilities to applicants to ensure they understand their obligations before occupation.
3. Ensure suitability assessments are completed for all applicants entering temporary accommodation, prioritising those where a statutory duty has been accepted, and contribute to ensuring applicants are engaging with move-on activity within their Personal Housing Plan through Search Moves bidding opportunities or supporting and signposting them towards private rented sector options.
4. In support of the Income Recovery and Maximisation Officer, monitor tenant contributions for households in temporary accommodation, identifying those who may be suitable for Private Rented Sector discharge, and work with Housing Benefit to resolve entitlement issues while ensuring payment is collected where due.
5. Communicate moves to alternative temporary accommodation clearly and sensitively to households, explaining the reason for the move, timescales, and consequences of non-compliance, escalating complex cases to Team Leaders or Housing Prevention Officers where necessary.
6. Record all temporary accommodation placements, communications, extensions, move-ins, move-outs, and termination details accurately on the relevant IT systems to support monitoring, auditing, and statutory reporting.
7. Notify relevant Council departments—including Housing Benefits, Customer Services, and Council Tax—of placements, movements, and terminations in

temporary accommodation to ensure accurate billing and entitlement processing.

8. Act as the initial point of contact for households experiencing issues in temporary accommodation, investigating concerns, liaising with landlords, providers, and support teams, and escalating where needed to facilitate timely resolutions.
9. Carry out visits to hotels and other temporary accommodation settings where required, ensuring welfare and property standards are maintained and identifying any safeguarding, suitability, or behavioural concerns.
10. Notify internal colleagues, providers, and partner agencies promptly when changes in a household's circumstances or composition affect their temporary accommodation eligibility or their homelessness assessment.
11. Prepare for and organise regular meetings that allocate move-on accommodation, ensuring minutes, actions, and follow-ups are completed and contributing to sourcing additional accommodation options where directed.
12. Set up rent accounts for all households in nightly-paid accommodation, being aware of ongoing payments, and terminate accounts promptly when placements end, and compliance with internal procedures.
13. Take appropriate action to address arrears in temporary accommodation, issuing arrears letters in line with policy, liaising with Housing Benefit teams about claim issues, monitoring repayment arrangements, and supporting income recovery for schemes such as the Rental Support Scheme and Guaranteed Rent Scheme.
14. In support of the Income Recovery and Maximisation Officer, when required, identify and recommend cases for debt write-off where the tenant cannot be traced, where the debt is too old or non-recoverable, where recovery is not cost-effective, or where the tenant is deceased, following Council policy.
15. Build and maintain effective working relationships with temporary accommodation providers, ensuring open communication, reliability, and collaborative problem-solving to support ongoing placement availability.
16. Arrange appointments for applicants related to Rental Support Scheme activity as directed, providing administrative support and coordinating necessary documentation, checks, or enquiries.

17. Support the Private Sector and Temporary Accommodation teams by assisting with frontline duties, managing queries, updating systems, and ensuring smooth delivery of processes relating to the Rental Support Scheme.
18. Provide a responsive and high-quality customer service to all applicants and partner agencies, ensuring equality, respect, confidentiality, and professionalism are maintained in every interaction.
19. Follow safeguarding protocols at all times, reporting concerns about children, young people, or adults to the appropriate safeguarding lead and ensuring issues are recorded accurately and escalated appropriately.
20. Provide flexible cross-team support during periods of high demand, staff absence, or urgent operational need, undertaking additional duties as requested by the Team Leader or Housing Solutions Manager to ensure continuity of service.

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

Your conduct

We expect the highest standards of conduct from our employees and at all time you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom.

Temporary Accommodation Officer

Team: Housing Services

Salary: S6-SO1

(£37,223 - £42,551)

Post no: PRN000507

Hours: 36

Car allowance: C3 (Frequent)

Qualifications and education

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
1.	Good level of education to GCSE or equivalent	E	A

Experience

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
2.	Experience of dealing with the public both face to face and or dealing with telephone enquiries, delivering a frontline customer orientated service.	E	A I
3.	Experience of effectively carrying out administrative duties.	E	A I

Knowledge, skills and abilities

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
4.	Well-developed verbal and written communication skills being able to write letters and reports	E	A I T
5.	Must have the ability and patience to explain issues in different ways to applicants and check their understanding. To communicate clearly firmly and respectfully.	E	A I

6.	IT literate/ keyboard skills experience of being able to use a range of packages.	E	A I T
7.	Flexible approach with ability to work on own initiative as well as part of a team responding to changing needs in service.	E	A I
8.	Must be numerate – good arithmetic to assist in e.g. seeking repayment plans, calculating or checking service charges and arrears	E	A I
9.	Must be able to deal effectively with people who present with challenging behaviour	E	A I
10.	Need to be able to work on own initiative and act as a team player	E	A I
11.	To have experience in income collection and debt recovery	D	A I
12.	Understanding of Homelessness legislation and duties owed to the homeless	E	A I

Special requirements

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
13.	Must be able to commence work at 8.45am as necessary/on rota in office or remotely .	E	A I
14.	Need to have access to a vehicle to be able to carry out visits to applicants at various locations	E	A I
15.	Have a full UK driving licence	E	A I
16.	Must be able to pass a basic DBS check	E	A I