Job Description and Person Specification

Post Title: Housing Accommodation Co-ordinator

Reports to: Homelessness Team Manager

Scale: 3 (Subject to Job Evaluation)

Politically Restricted: No

Overall Purpose

- To assist with the management of temporary accommodation for homeless households in the District.
- To work with the assessment and case officers in order to manage households in temporary accommodation.
- To provide office management, financial administration and property management support, exercising judgement and initiative to ensure effective service delivery and compliance.

Key Roles, Tasks and Responsibilities

1. To carry out administrative and clerical support for the Housing Services teams including but not limited to work relating to the provision of council owned temporary accommodation, lease properties and private lease or B&B provision in the District.
2. To organise and participate in education/promotional events relating to Housing Services. This may include attendance at events or meetings held outside of normal working hours.
3. To assist the Homelessness and Housing Systems Team Leader in the delivery of services under the post holders' control in accordance with annual service plans and approved budgets.
4. To manage assigned resources in accordance with Council policies, procedures budget systems and constitution including the administration of certain budgets.
5. To manage and respond to complex, sensitive and emotionally demanding situations, including those involving homelessness, safeguarding and domestic abuse.
6. To liaise with relevant partners in order to ensure that the turnaround of properties for occupation is maximised at all times.
7. To create, manage and update spreadsheets relating to rent accounts, case records and financial management.

8. To hold responsibility for the effective office management of the Housing Services team, including the organisation of administrative systems, workflows, records and document control.
9. To develop, implement and maintain office procedures and guidance, ensuring consistency, compliance with Council policies and continuous improvement in service delivery.
10. To undertake financial administration duties including setting up purchase orders, checking invoices, raising invoices and reconciling accounts.
11. To take responsibility for checking, verifying and quality assuring financial records, including invoices, income and rent account transactions.
12. To manage and monitor financial records which may involve large sums of money, recognising the financial impact and risk to the Council of errors or non-compliance.
13. To liaise with finance teams and managers to resolve discrepancies and support robust financial controls.
14. To manage and monitor customer rent accounts for temporary and leased accommodation, including identifying arrears issues.
15. To manage, maintain and audit all accommodation files and associated paperwork to ensure compliance with data protection and audit requirements.
16. To carry out and coordinate property inspections and inventories of temporary and leased accommodation, recording outcomes and follow-up actions.
17. To organise meetings, collate agenda items, take accurate minutes and follow up actions.
18. Management, organisation and distribution of charitable donations and government funding including keeping accurate records and audit of donations received and grants paid.
19. To maintain digital files and ensure records are accurate and up to date.
20. To manage Housing Services webpages.
21. To type correspondence, reports and any other documents for the Housing Services Manager and Homelessness Team Manager.
22. To manage records relating to energy accounts for Council owned and Leased accommodation.
23. To advise and update officers on the procedure for moving households in and out of temporary accommodation.
24. To ensure communication to customers and partners meet the highest standards. This can be via phone, email, letter of face to face.
25. To undergo designated training sessions as necessary which may be out of normal working hours and/or other establishments, as may be required.
26. To be flexible in approach to the work of the Housing Service, undertake any other duties as may be deemed necessary and where appropriate or when directed to do so by the Housing Services Manager or any of the Housing Services Team Leaders.
27. To work closely with all team members and to support the needs of the work areas as required.

28. 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 local department specific 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:

Awareness of Data Protection/ GDPR (3, 4*).

Desirable:

Knowledge of local authority policies and procedures (3, 4*).

Knowledge of Housing Act 1986 and the Homelessness Reduction Act 2017 (3, 4*).

Experience

Essential:

Experience of working within a customer services and administrative environment (3, 4*).

Experience of financial administration, managing rent accounts and accommodation records (3, 4*).

Experience of office management, including the development or implementation of administrative procedures.

Experience of checking, verifying or reconciling financial records, including transactions involving significant monetary values.

Desirable:

Able to use IT systems to produce reports and data (3, 4)

Experience of working in a Housing department (3, 4*).

Experience of property inspections, meeting administration and minute taking (3, 4*).

Experience of dealing with complex and sensitive issues (3, 4*).

Experience of organising and planning educational / promotional events. (3, 4)

Skills/Abilities

Essential:

Microsoft Office skills – including Outlook, Word and Excel (3, 4*)

Ability to organise own workload and prioritise and meet deadlines (3, 4*).

Ability to communicate effectively at all levels and deal sensitively with customers (3, 4*).

Ability to show initiative and demonstrate good problem solving skills (3 ,4*).

Ability to manage complex administrative, financial and accommodation processes with minimal supervision. (3,4*)

Ability to develop and maintain effective office procedures and administrative systems. (3,4*)

High level of numeracy and attention to detail, with the ability to understand and manage the financial impact of errors. (3,4*)

Emotional resilience and the ability to manage increased emotional demands associated with housing, homelessness and safeguarding work. (3,4*)

Ability to work within a team and be a team player (3 ,4*).

Well-motivated and takes pride in delivering high quality services (4*).

Demonstrate the ability and commitment to seeing a task/enquiry/problem through to completion (3, 4*).

Able to research and analyse information. (3, 4)

Qualifications/Training

Essential:

GCSE grades 4-9 (A* - C) in Math and English (5*).

Other

Essential:

Able to undertake any additional training associated with the role (4*).

Maintains confidentiality in line with organisational and statutory procedures (3, 4*).

Flexible and receptive to new ideas and ways of working (3, 4*).

Desirable:

Full driving licence (5*)

Method of assessment*

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

Job Description and Person Specification details:

Reviewed by: Housing Services Manager / Homelessness Team Manager

Latest Version Date: February 2026

Job Evaluation Ref: TBC (Subject to re-evaluation)