EXETER CITY COUNCIL

Job Description

JOB TITLE	**:**	System Placement Coordinator
GRADE	**:**	G
POST NO	**:**	TBC
DIRECTORATE	**:**	People and Communities
UNIT	**:**	Housing Needs and Homelessness
REPORTS TO	**:**	Commissioning and Contracts Team Leader
RESPONSIBLE FOR	**:**	None
LIAISON WITH	**:**	Commissioned temporary and supported accommodation providers, support agencies, registered providers, B&B providers, Housing Needs and Homelessness team, Housing Benefit, Customer Services, Community Connectors, Devon County Council, police, social services, and other relevant statutory and voluntary agencies.

MAIN PURPOSE

To be responsible for the co-ordination, risk management, and determination of placements of homeless households into B&B, temporary and supported accommodation (owned by and commissioned by the Exeter City Council including our, off the streets offer and resettlement properties owned through the Local Authority Housing Fund), referred by Casework Officers in line with the relevant policies & procedures.

This includes the administration of all payments relating to hosts, refugees, landlords, and temporary and supported accommodation schemes, including resettlement schemes such as the Homes for Ukraine programme.

MAIN DUTIES & RESPONSIBILITIES (MDR)

As a member of the Housing Needs and Homelessness Team you will:

1. Work within team priorities and service objectives, ensuring you contribute effectively to wider Council aims and comply with corporate policies and procedures.
2. Deliver services in a trauma informed and psychologically informed way, approaching all interactions with empathy, consistency, and an understanding of how trauma can influence behaviour and engagement.
3. Support service improvements and change initiatives by contributing ideas, providing constructive feedback, and adapting working practices as needed.

4. Take initiative to resolve issues and deliver end-to-end operational tasks, escalating concerns when needed and helping colleagues apply effective problem-solving practices.
5. Respond to incidents and take appropriate safeguarding actions, escalating concerns to the team leader and safeguarding representatives as required, and ensuring all actions are recorded and followed up in line with procedures.
6. Collect, record, and maintain accurate data in line with service requirements, ensuring information is validated and compliant with assurance processes.
7. Monitor and contribute to service performance, identifying potential improvements and supporting innovation in line with best practice standards.
8. Work in line with organisational policies, supporting a positive team culture and take responsibility for enhancing your own performance, development, and wellbeing.
9. Develop and maintain effective working relationships with internal and external stakeholders, including service users, contractors, partner organisations to support positive service outcomes.
10. Assist with the management of complaints, responding to enquiries in line with corporate policy and escalating when appropriate.
11. Plan and prioritise your workload to support the delivery of high quality, secure, reliable, and efficient services, ensuring you use available tools and resources effectively.

As the Systems Placement Coordinator you will:

12. To liaise with commissioned accommodation providers to share client information and determine suitability of placement in relation to placement size, risk management, statutory duty.
13. Monitor and reduce the use of B&B especially for families and under 18s to ensure that Government targets are met.
14. To record all placements on the accommodation management system and homelessness database.
15. To continually review and manage 300+ placements across the range of accommodation settings (B&B, temporary accommodation, supported accommodation and off the streets accommodation and resettlement properties purchased through LAHF) in response to changing needs and circumstances of clients and households and to orchestrate a chain of internal moves to directly benefit customers.
16. To provide a daily/ weekly report of activities including daily and pending placements, vacancies, voids and planned moves providing overall system understanding to providers and management ensuring individuals are best placed according to need.
17. To produce a monthly accommodation summary evidencing total number of clients accommodated across the whole system including all council owned and commissioned stock including sport purchase, length of stay, status of homelessness applications, move-on options.
18. Through the approved management governance route, to spot purchase of bed and breakfast accommodation plus costs for internal moves to a maximum value of £25,000 pcm.
19. Deal with all payment applications for host and other temporary accommodation arrangements including purchase orders and invoicing.
20. Processing all payments to refugees, hosts and landlords
21. Maintain accurate records of payments made and reconciliation to floats and budgets
22. Resolve all payment queries and problems
23. Deal with changes reported and updating the Council Tax team of move-ins and move-outs

24. Ensure compliance with Equality, Diversity and Inclusion Policy.
25. Undertake any other duties commensurate with the grade and scope of the role.

DATE LAST UPDATED: February 2026

Person Specification

JOB TITLE : System Placement Coordinator

GRADE : G

POST NO : TBC

DIRECTORATE : People and Communities

UNIT : Housing Needs

Qualifications & Knowledge

Criteria	Essential/ Desirable (E/D)	Method of Assessment
Educated to A-level or equivalent or possess specialist knowledge obtained in a housing environment with at least 2 years' experience.	E	A, C
Knowledge of financial recording and reporting	E	A, I
An understanding of law relating to landlord and tenant issues and general housing rights.	E	A, I
Detailed understanding of safeguarding protocols and knowledge of equality and diversity considerations needed in the delivery of a public service.	E	A, I
A relevant degree, formal housing qualification (level 3) or specialised training around the provision of services to homeless people.	D	A, C
An understanding of homeless legislation including the Homelessness Reduction Act 2017, The Localism Act 2011, the Housing Act 1996 part VII and part VI (as amended by the Homelessness Act 2002.	D	A, I
Detailed knowledge of the support needs associated with homelessness and the role of wider agencies in the provision of care and support services.	D	A, I

Experience & Skills

Criteria	Essential/ Desirable (E/D)	Method of Assessment
Experience of coordinating the use of scarce resources ideally in an accommodation or support environment	E	A, I
A minimum of 12 months experience of effectively and positively working with homelessness and vulnerable clients or a similar challenging client group	E	A, I
Experienced in liaising with other statutory and voluntary agencies	E	A, I
Proven experience of using Microsoft windows packages and client information systems on a frequent basis and	E	A, I

Criteria	Essential/ Desirable (E/D)	Method of Assessment
the proven ability to utilise spreadsheets and databases to analyse data		
The ability to communicate effectively and with diplomacy with customers and with multiple agencies and professionals.	E	A, I
General high standard of verbal and written communication, including the ability to explain complex terms in plain English	E	A, I
Demonstrable skill in creative problem solving and the ability to create a chain of actions and make logical decisions based on evidence provided.	E	A, I
Experience & demonstrable ability of managing a high and varied workload with the ability to prioritise competing demands to meet service requirements	E	A, I
The ability to work within a team and independently on one's own initiative.	E	A, I
Organised, methodical and accurate with attention to detail and the ability to prioritise effectively	E	A, I
Problem solver with a can-do approach	E	A, I
Excellent numerical and literacy skills in order to undertake a range of tasks	E	A, I, T
Excellent customer engagement skills	E	A, I

Other

Criteria	Essential/ Desirable (E/D)	Method of Assessment
A positive 'can-do' attitude, non-judgemental, diplomatic while assertive and able to tackle problems with an underlying commitment to a high standard of customer care	E	A, I
An understanding of, and commitment to, the principles of equality and diversity and their application to the work of the Housing Needs and homelessness service	E	A, I
A flexible approach to the work of the Housing Needs and Homelessness service, assisting with project-based tasks across the team and able to work under pressure	E	A, I
Ability to travel for meetings and events which may include times outside of usual office hours	E	A, I

CATEGORY: A: Application, **C:** Certificates, **T:** Testing, **I:** Interview, **R:** References.

COMPLETED BY **:** James Turner (Head of Service, Housing)
DATE **:** February 2026