





CARDIFF
CAERDYDD

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Accommodation Officer	**Directorate/Service Area**: People & Communities/Housing & Communities
Section: Homelessness & Housing Options	**Reporting to**: Senior Accommodation Officer
Grade:	**Hours per Week:** 37
Post Number: 5	**Number of Employees Reporting to Post**:
Special Conditions: None	**Location of Post**:

Job Purpose:

The Accommodation Officer will be responsible for:

Supporting the delivery of an effective Temporary Accommodation service, ensuring objectives, targets and quality standards are met whilst meeting high levels of customer service.

Duties and Responsibilities

Job Specific Requirements

1. To assist in the provision of temporary accommodation for those requiring accommodation under the homelessness legislation.

2. To ensure the best use of available bed spaces when discharging the council statutory duties in accordance with the Housing Act 1996 and other relevant legislation and Code of Guidance.

3. To provide services which are delivered effectively and sensitively to all customers and to ensure that the customer is at the centre of the service delivery.

4. To provide effective advice regarding Temporary accommodation and related issues.

5. To arrange transfers of applicants from one form of temporary accommodation to another as appropriate.

6. To develop relationships with service users to support the analysis of current processes and contribute recommendations for the design of future working practices.

7. To carry out secure handling of confidential data.

8. To provide assistance and support for other managers and officers within the Service, as is reasonably required.

Corporate Requirements

1. To participate actively in supporting the principles and practice of equality of opportunity as stated in the Council's Equal Opportunities Policy.

2. To take reasonable care for the health and safety of yourself and other persons who may be affected by your acts or omissions and to comply with all health and safety legislation as appropriate.

3. To, as a statutory duty, adhere to the Council's Corporate Safeguarding Policy and associated policies and procedures and to report concerns regarding the safety and wellbeing of children or adults at risk. In order to support you in this, you are required to access safeguarding training at the level which is relevant to this post.

4. As a term of your employment you may be required to undertake such other duties and/or times of work as may reasonably be required of you, commensurate with your grade or general level of responsibility within the organisation.

5. Although you will be provided with a base, you will be required to work from various locations in accordance with the needs of the role.

DATE COMPLETED:_____ AGREED BY: _____
(Recruiting Manager)

Date Received by Post holder: _____

Signature of Post holder: _____



Person Specification

Job Title: Accommodation Officer
Post Number:

THE PERSON APPOINTED MUST MEET THE FOLLOWING REQUIREMENTS

Area to be Demonstrated	**Essential Requirements** YOU **MUST** DEMONSTRATE THAT YOU MEET THESE REQUIREMENTS	**Desirable Requirements** YOU DO NOT HAVE TO MEET THESE REQUIREMENTS BUT IF YOU DO, PLEASE TELL US	**How Assessed Application Form or Interview or Both**
Competencies (as per Behavioural Competency Framework)	• Putting Our Customers First – ***Level 2*** • Getting Things Done – ***Level 2*** • Taking Personal Responsibility – ***Level 2*** • Seeking to understand others and treating them with respect – ***Level 2***		Application Form & Interview
Education & Training		A relevant professional qualification	Application Form & Certification where required
Experience / Knowledge	Experience of working within a housing options centre or similar environment.		Application Form and Interview
Skills and Abilities	Demonstrates an understanding of the issues faced by homeless clients. Demonstrates the ability to communicate well in a manner appropriate to individual needs, by phone in person or in writing. Demonstrates the ability to work as part of a team, showing a willingness to assist others and	Demonstrates a knowledge of homelessness legislation. Demonstrates a good knowledge of Welfare Benefit regulations. Demonstrates an understanding of the Private Rented Sector.	Application Form and Interview

	a commitment to meeting the objectives of the team. Demonstrates the ability to analyse and evaluate complex information and to make effective decisions. Demonstrates the ability to record information in a clear and accurate way. Demonstrates the ability to prioritise own workload and work to strict time limits.		
Personal Attributes	Commitment to the Council's Equal Opportunities Policy Shows a personal commitment to the work of the service, taking ownership of tasks and seeking to meet set deadlines and targets. Demonstrates a commitment to the provision of a high quality customer service and shows a good understanding of equality issues. Demonstrates a positive attitude to new challenges and a willingness to adapt quickly to change.		Interview
Special Circumstances	Will undertake such other duties and/or times of work as may reasonably be required of you.		Application Form and Interview