

Role Profile

This section provides key information relating to the role

Job Title:	Temporary Accommodation Officer		
Post No:	RP0132	Grade:	F
Team:	Housing Needs	Location:	Campus East
Responsible to:	Temporary Accommodation Manager		
Responsible for:	N/A		

Overall job purpose:

To be responsible for carrying out the daily operational duties required for the Council's temporary accommodation.

Dealing with office administration, answering queries and ensuring all relevant paperwork is kept up to date and procedures followed to ensure the smooth running of the accommodation service.

Assisting residents/customers with maintaining their accommodation

Deputises for Temporary Accommodation Manager in their absence.

Key areas of focus:

1.	Organising availability of accommodation for new presentations to the service, including preparing vacant accommodation for occupation. This may involve moving furniture between properties depending on need.
2.	Signing up new residents for accommodation, explaining terms and conditions of accommodation and carrying out associated administration work.
3.	Risk assessing new residents to ensure correct allocation of accommodation is made.
4.	Responsibly dealing with residents and their families, building positive relations with high levels of customer service and professionalism, showing courtesy and empathy to households being accommodated. Demonstrate a high standard of behaviour which helps to reassure residents about their safety.
5.	Carrying out duties in line with the Council's responsibilities for safeguarding vulnerable adults and children and reporting any concerns to the relevant parties.
6.	Dealing with potentially difficult, aggressive or confrontational people on a regular basis.

7.	Involvement with the allocations process of temporary accommodation, and in the absence of the Temporary Accommodation Manager, be responsible for allocating suitable accommodation to new residents.
8.	To monitor rent accounts and take action in cases where rent accounts are not maintained by residents. Carrying out evictions from temporary accommodation due to rent arrears, other breach of tenancy, ending of duty towards resident, or other reasons.
9.	To respond to general enquiries or complaints from residents, by phone, email or in person. To report repairs and liaise with colleagues in other departments to ensure the standard of accommodation is maintained, including regular checks of sites to ensure compliance with health and safety and fire regulations.
10.	To be responsible for data recording and collection in order to ensure the smooth running of the service, including ordering required items, maintaining records and keeping an up to date working knowledge of the status of all temporary accommodation.
11.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
12.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
13.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

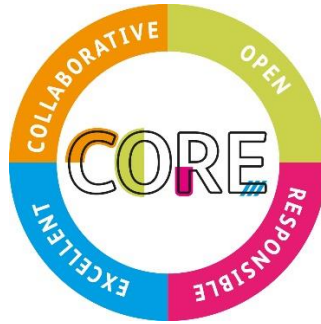
The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Good general standard of education including Math's and English	x		AP/AS
Experience working in a general administrative role in a busy office environment		x	AP/IN
Experience of working in a housing or similar field		x	AP/IN
Experience of working with the public	x		AP/IN
Knowledge			
Basic understanding of health and safety requirements	x		AS/IN

A good understanding of responsibilities regarding the safeguarding of vulnerable adults and child protection legislation	x		AS/IN
Skills and abilities			
Computer literate and the ability to use a range of MS packages including Word, Excel, and Outlook	x		AS
Ability to work with laid down procedures & guidelines independently without supervision	x		AS
Proven interpersonal skills and ability to work with other colleagues	x		IN
High level of verbal and written communication skills	x		AS/IN
Ability to manage a high workload and prioritise tasks effectively and manage deadlines	x		AS/IN
Ability to negotiate and manage conflict	x		AP/IN
Abel to move small items of furniture		x	IN
Ability to deal with people with multiple/high support needs	x		AP/IN
Ability to remain calm and deal with people who may display challenging behaviour in emotionally demanding situations	x		AP/IN
The ability to deal with and pass on complex and contentious information both verbally and in writing.		x	AS/IN
Other attributes			
Ability to drive and possession of a current UK driving licence	x		AP

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.