

Job Description and Person Specification

Temporary Accommodation Officer

A Lambeth to be proud of



Job Title: Temporary Accommodation Officer

Grade: SO2

Department: Temporary Accommodation

Division: Housing and Social care

Reports to: Temporary Accommodation Team Leader

Responsible for: None

Context

Responsible for the day to day allocation and management of Temporary Accommodation, and to provide support and advice to residents to assist them to move on from temporary accommodation. To ensure compliance with legislative and defined standards, contractual arrangements and service objectives.

Job Purpose

The post-holder will be required to undertake responsibilities across the Temporary Accommodation Management and Move on Team or as directed. Temporary accommodation includes accommodation provided pursuant to Part 7 of the Housing Act 1996, and any other temporary accommodation provision outside of this Act, including temporary accommodation provided for other services.

Responsibilities

Temporary Accommodation Management and Move On:

1. Effectively manage the Councils varied portfolio of temporary accommodation (including leased, hostels, direct lets, B&B and Annexe placements and all other types of temporary accommodation) ensuring properties are of good standard, are suitable and fit for purpose.
2. Manage and coordinate the timely hand-backs of leased accommodation to their owners or managing agents and negotiate new leases and renewals with agencies and landlords ensuring suitable TA is supplied through providers that satisfy demand in line with the Councils statutory provisions and move on requirements.
3. Proactively work on a casework basis with all temporary accommodation residents occupying leased, hostels, direct lets, B&B and Annexe placements and all other types of temporary accommodation to assist them to move on from temporary accommodation. Closely monitor and track households occupying TA to ensure that their needs are fully assessed and met in the provision of accommodation and ensure households are promptly

moved on once the Council's duty has ended. Be responsible for ensuring casework records and housing application details for residents are up to date and accurate.

Temporary Accommodation Placements:

1. Allocate a variety of temporary accommodation units including emergency accommodation, and control and conduct all activities leading to admissions and discharges where appropriate in order to achieve the most efficient and economic use of accommodation available.
2. Minimise the inappropriate use of shared accommodation for families with children and ensure that all clients are effectively tracked, monitored and moved on from temporary accommodation where appropriate.
3. Effectively liaise with and manage the day to day relationships with emergency accommodation providers and out of hours services, providing advice and monitoring their performance in the most effective use of temporary accommodation stock.

Both:

4. Deliver a proactive service to all residents focusing on resident engagement to ensure compliance with licence agreements so that appropriate occupancy and high standards are maintained, relationships with the landlords and agents are developed and customer service and access is optimised.
5. Undertake front-line duties with respect to placements, transfers, move-on and management of temporary accommodation as required. To participate in front-line duties and processes as appropriate to the grade to support the overall aims of the service, including prevention of homelessness and maximisation of revenue collection.
6. Responsible for dealing with all complaints, emergencies, tenancy and Anti Social Behaviour issues taking prompt and remedial effective action and enforcement and/or instigating legal instruction as necessary; providing advice and support as required.
7. To promote and develop initiatives to improve the quality of services to residents and to ensure "value for money" in all aspects of temporary accommodation management implementing systems to ensure and measure resident satisfaction.
8. Oversee the day to day relationships with TA providers and closely manage and monitor the contractual arrangements and their performance ensuring prompt and appropriate actions are taken to address non compliance with contractual management arrangements and to improve performance.
9. Conduct visits to properties as required to ensure property standards are maintained and occupancy is verified; to address issues like complaints, disrepair ASB etc and to ensure property standards are maintained so that they comply with health and safety regulations and legislative requirements; taking prompt and effective action to address any failures and disrepair issues.

10. Provide accurate, detailed reports and up to date information to assist the TA Team Manager in developing and reviewing the demand models to sustain TA supply.

11. Liaise and work closely with other peer groups across housing and other directorates that have a direct influence on the section promoting a joined up approach in the operational deployment of services.

PERSON SPECIFICATION

Temporary Accommodation Officer (SO2)

It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).			Shortlisting Criteria
You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.			
If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with “Ticks” (✓) on the person specification when you complete the application form.			
For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.			
Key Knowledge	K1	To have and maintain a thorough and up to date knowledge of homelessness legislation, case law and best practice, as it applies to temporary accommodation and basic understanding of private sector tenant and landlord legislation.	✓A
	K2	To have a good practical understanding of the range of housing problems people may experience, and an understanding of how temporary and permanent housing is allocated.	✓A
	K3	To have a good and practical knowledge of property standards, health and safety issues, regulations and legislative requirements including local policies and best practice.	
	K4	Broad knowledge of contract/performance monitoring - preferably within a public sector context.	
Relevant Experience	E1	Experience of dealing with a diverse and vulnerable clientele in housing/homeless related environment.	✓A
	E2	Experience of working on own initiative as well as within a team environment, prioritising and successfully managing a personal caseload of work and achieving performance targets and meeting departmental objectives.	✓A
	E3	Experience of contract/performance monitoring, understanding how to make these deliver for the organisation and actions to take should they not.	

	E4	Experience of successfully working with internal/external clients and stakeholders with maximum effect; achieving desired outcomes.	✓A
Qualification	Q1	Educated to degree level standard or equivalent or demonstrable suitable experience.	✓A
Core Values and Behaviours		Equity • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals.	
		Kindness • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard	

		• Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions.	
		Accountability • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives. • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs	
		Ambition • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do.	

		• Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.	
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