

ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

Job Accountabilities

Job Title: Housing Accommodation Officer	Job number: WM0400
Service Area: Adults, Health & Housing Directorate	Team: Housing Services

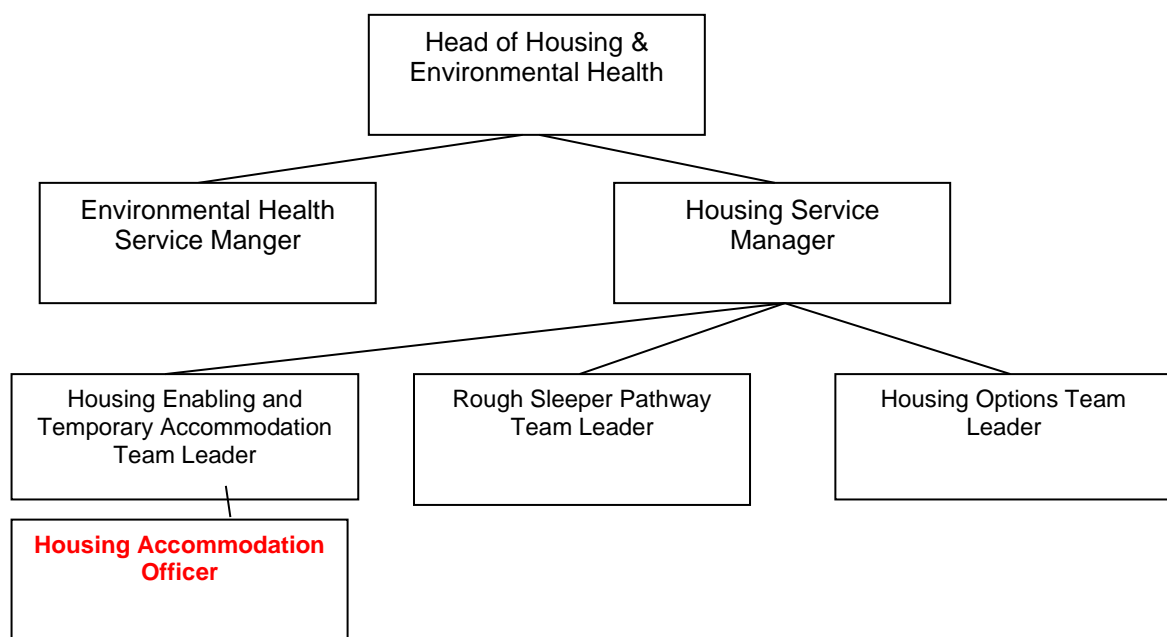
JOB PURPOSE

To deliver an efficient temporary accommodation service, ensuring that properties used are to an appropriate standard whilst providing value for money.

- The procurement of accommodation, both temporary and Assured Short-hold Tenancies for the effective discharge of main homelessness duty
- Inspections of new TA properties and cyclical inspection of on-going properties already in use
- Setting up accommodation charges accounts for all residents in TA and ensuring accommodation charges are correctly calculated and applied
- Accurate recording of accommodation charges and chasing of arrears
- Maintenance and updating of all TA placements and cessations

This post is responsible for the day-to-day management and effective performance of Temporary Accommodation Service to ensure that the demand required for affordable accommodation is met and best utilised to reduce costs to the temporary accommodation budget.

POSITION WITHIN SERVICE STRUCTURE



JOB ACCOUNTABILITIES

Service delivery accountabilities

- To ensure the timely inspection of temporary accommodation properties, both new and on a cyclical basis to confirm suitability and condition
- To arrange and book placements into temporary accommodation for those referred by the housing options team.
- Under the supervision of the Deputy Head of Housing ensure the Authority's statutory duties for the provision of interim / temporary accommodation under housing and homelessness legislation and any other relevant law are correctly administered
- To work effectively with external agencies who provide accommodation to the council and internal services such as Housing Benefit, Council Tax and Environmental Health.
- To work closely with the Housing Options Team ensuring a seamless process for customers between both elements of the service
- To ensure the accurate and up-to-date maintenance of all property and customer records.
- To collect and analyse data for performance purposes.
- To support the Deputy head of Housing to reduce the expenditure of temporary accommodation wherever possible.
- To ensure invoices for accommodation charges are raised promptly and outstanding debts are collected quickly.
- To ensure re-charges for costs incurred due to damage to properties / removal of furnishings are recorded and customers invoiced appropriately
- To support effective communication and partnership working with all internal and external stakeholders including Housing Benefit, Probation/Police, Housing Associations, Children's Services and Domestic abuse services.
- To maintain effective links and working relationships with other stakeholders who work with the same client group to contribute to better-integrated service delivery and efficiencies.
- Attend meetings as required (including those out of office hours) and represent the Council when required with the support of the Deputy Head of Housing.
- To work under direction to support the improvements in provision of temporary accommodation.
- To assist in the production of reports for consideration by Head of Housing and other managers as required and ensure up to date policies and procedures are in place for the service.
- To develop and maintain knowledge and skills in relation to housing, tenancy, landlord and tenant.

Standard accountabilities/responsibilities that apply to all council staff or specific groups are set out in the Employee Handbook; these include:

- Corporate management
- Information governance compliance
- Whistleblowing
- General Safeguarding Statement
- Project and work management
- Working in a team
- Risk management including Health & Safety
- Business continuity
- Equality of Opportunity
- CREATE- our corporate behaviours
- Budget management
- Specific responsibilities for managers.

Local operating procedures and specific activities/tasks will be supplied by the service.

Person specification

Key Criteria	Essential	Desirable	How assessed
Qualifications and training	<p>4 GCSE's including Maths & English</p> <p>Educated to A-level / NVQ Level 3 or experience in relevant field.</p>	<p>Experience of budget control and monitoring.</p> <p>Experience of drafting reports, policies and procedures and of meeting deadlines</p> <p>Experience of achieving successful results and outcomes against targets.</p>	Application/Interview
Job Competence summary (knowledge, skills, abilities, experience)	<p>A comprehensive understanding and awareness of housing issues and government policy relating to homelessness and the duty to provide temporary accommodation</p> <p>Must have a sound understanding of the need for confidentiality and the Data Protection Act</p> <p>Proven ability to manage difficult situations remaining calm, friendly and professional</p> <p>Excellent verbal and written communication Experience of working successfully in partnership</p> <p>Ability to collate, analyse and report on statistical data as required</p> <p>Experience of working in a busy, front line, customer-focused team.</p> <p>Excellent IT skills and experience of a range of IT products, including Word, Excel and</p>	<p>Ability to shape and to follow policies and procedures.</p>	Application form/Interview

	<p>Housing Management Information Systems to a competent and confident level.</p> <p>Excellent customer care skills and ability to inspire this focus in others.</p> <p>Experience in a performance driven environment to meet targets.</p> <p>Understanding of diversity issues and addressing the needs of various stakeholders.</p> <p>Excellent oral communication skills and experience in dealing with sensitive or aggressive customers to resolve difficult situations</p> <p>Ability to demonstrate effective negotiation and influencing skills.</p> <p>Knowledge of Health and Safety policies and procedures.</p> <p>Must be motivated and organised with a professional approach, able to effectively manage time.</p>		
Other requirements (eg unsocial hours working, driving licence, fit to drive Council vehicle etc)	<p>Must be able to work from any Borough site as required</p> <p>Enhanced DBS check</p>	Clean driving licence	
Politically restricted post No			
This post has been identified as customer facing in accordance with Part 7 of the Immigration Act 2016 and therefore the	The ability to converse at ease with the public, answer questions and provide advice, including the use of specialist terminology		The competent answering of interview questions in English.

council's English language fluency standard applies.	relevant to the job role/profession and where necessary for an extended period of time.		
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