

DEPARTMENT: DIRECTORATE OF HOUSING SERVICES

POSTHOLDER: GRADE: Scale 5

SECTION: TEMPORARY ACCOMMODATION

JOB TITLE: ACCESS AND SUPPORT OFFICER POST NO: X1

REPORTING TO: TEMPORARY ACCOMMODATION SENIOR

JOB PURPOSE To provide administrative, IT and casework support to the Temporary Accommodation Managers and Officers, supporting the effective delivery and monitoring of temporary accommodation services. The role will also provide administrative cover across the Temporary Accommodation Team and respond to enquiries relating to temporary accommodation from customers, landlords and accommodation providers.

MAIN DUTIES

Temporary Accommodation Team – Key Responsibilities

1. To provide information and respond to enquiries relating to temporary accommodation from customers, landlords, and accommodation providers by telephone or in person as part of a reception or duty service.
2. To provide effective administrative, IT and casework support to Temporary Accommodation Managers and Officers, ensuring the smooth day-to-day operation of the service.
3. To receive and log keys returned by customers vacating temporary accommodation, maintaining accurate records of all key movements, and to liaise with caretakers, officers, and managers to support access arrangements and the timely turnaround of properties.
4. To develop and maintain a variety of information systems, gathering and collating general information and statistical data, monitoring actions, and supporting the efficient delivery of the Temporary Accommodation service.
5. To support Managers and Officers by auditing, gathering, and formatting statistical data for the creation of performance and management reports, including those relating to commissioned temporary accommodation providers.
6. To create and update customer and property records on the Council's database systems, including Jigsaw and Northgate, as well as maintaining associated spreadsheets and trackers, ensuring data accuracy and integrity.
7. To liaise with the Enquiries & Performance Team regarding complaints, Member enquiries, and formal requests for information relating to temporary accommodation, ensuring that all correspondence is efficiently logged and coordinated to support timely responses in line with Council service standards and data protection legislation.

8. To be responsible for monitoring and managing the Temporary Accommodation Team's shared inbox, ensuring that emails are acknowledged, responded to, or forwarded to the appropriate officers in a timely manner.
9. To support the efficient document management of electronic and paper records, including scanning, secure storage, archiving, and confidential shredding, in line with data protection and retention policies.
10. To arrange meetings and case conferences, including booking rooms, coordinating attendees, and preparing necessary documentation and refreshments as required.
11. To be responsible for processing accounts and monitoring expenditure, extracting information from manual and computer systems for the provision of financial and performance reports, identifying and investigating discrepancies, and escalating unresolved issues to the Service Manager.
12. To order equipment, stationery, and other items as required by the Service Manager and to ensure the efficient and accurate processing and payment of invoices in line with Council financial procedures.
13. To undertake and support projects, initiatives, and events as required by the Service Manager, including providing administrative and coordination support to Managers and Officers within the Temporary Accommodation Team.
14. To undertake word processing, photocopying, and distribution as directed by Service Managers and to maintain efficient recording systems of all work undertaken.
15. To make good and proper use of the Council's IT systems, entering and retrieving information accurately and appropriately, ensuring that databases and other casework records are correct and up to date.
16. To carry out all duties with due regard to the provisions of Health and Safety regulations and legislation, the Council's Equal Opportunities and Customer Care policies, data protection requirements, and the New Technology Agreement.
17. Undertake any other duties consistent with the purpose and grade of the post as required by management