

Person Specification

Job Title	Temporary Accommodation Officer
Grade	SO2
Service/Section	Allocations and Temporary Accommodation
Directorate	Housing and Safer Communities

Method of Assessment: AF= Application Form, T = Test, P = Presentation, I = Interview
Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Method of Assessment	Essential/ Desirable
Knowledge		
Good knowledge of relevant Health and Safety legislation and property standard requirements, including HMO Licencing.	AF/I	E
Good Knowledge of Homelessness and Temporary Accommodation legislation	AF/I/T	D
Skills and Abilities		
Ability to inspect , procure and manage a range of temporary accommodation and liaise with landlords, housing providers, Environmental Health services, Building control, Planning and other services to ensure properties meet relevant property and management standards.	AF/I	E
Ability to identify support arrangements for vulnerable households liaising with and coordinating agreed on – going support arrangements with other teams or agencies whilst building and maintaining effective working relationships with colleagues and partners.	AF/I	D
Ability to recognise and deal with tenancy breaches and initiate appropriate legal action.	AF/I/T	E
Very good written and oral communication skills, including the ability to write clear and concise letters and reports including providing draft responses to MP's, Councillor's enquiries and complaints.	AF/I	D
Excellent case management and record keeping skills and proven ability to effectively prioritise own workload including ability to make full use of IT systems.	AF/I	E
Ability to work with minimum supervision and according to service objectives in order to achieve individual and team	AF/I	E

performance targets, maximise collection of rent and charges and minimise arrears .		
A strong understanding and commitment to provide excellent customer care, and ability to respond appropriately to customers including people who are distressed and/or with challenging behaviour.	AF/I	D
Ability to act proactively to address cases of tenants whose rent accounts fall into arrears and take action to bring tenancies to an end if the tenant fails to take the required positive action. This includes having an understanding of relevant social benefits.	AF/I	E
Experience		
Significant experience in housing management gained within a local authority or social housing provider environment.	AF/I	E
Equal Opportunities		
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	AF/I	E
Other Requirements		
Possession of a full clean driving license and the use of their own fully roadworthy vehicle.	AF/I	E