

Royal Borough of Greenwich
JOB DESCRIPTION

DEPARTMENT: Housing and Safer Communities

POSTHOLDER:

SECTION: Allocations and Temporary Accommodation Service

DESIGNATION: Temporary Accommodation Placement Officer

REPORTS TO: Senior Access and Support Officer

GRADE: **SCALE SO1**

JOB PURPOSE

1. To provide administrative and customer access support to the Temporary Accommodation Team.
2. To undertake sign up of applicants being admitted to temporary accommodation.
3. To process the processing of invoices for emergency accommodation.

MAIN DUTIES

1. To provide housing service advice and information to customers by telephone, email or in person as part of a reception service. To signpost clients to other services and departments as required.
2. To work late as and when the service demands. This is to assist late comers for temporary accommodation.
3. To ring around daily to secure properties for the use of emergency overnight accommodation.
4. To follow up any interest from prospective new landlords as directed by Senior Access & Support Officer, provide them with the relevant information and inform them of the nightly rate.
5. To allocate properties in accordance with client risks and general circumstances ensuring suitability in line with housing legislation.
6. To ensure properties are health & safety compliant and have up to date safety certificates to enable letting. To check the certificates and ensure they are compliant
7. To negotiate nightly rate for properties which are outside of the Pan London Rate.
8. To provide information about the temporary accommodation offered and to ensure that the overnight agreement and licence is completed.

9. To undertake rent accounting procedures, including setting up and the termination of tenancy accounts. To take rent payments via telephone.
4. To be responsible for providing an effective administrative support service to managers and staff within the service, as required.
5. To develop and maintain a variety of information systems; gathering and collating general information, monitoring actions and supporting the efficient delivery of service to customers.
6. To create and update customer records on the Council's database systems, inputting accurate information and providing data and reports as required
7. To be responsible for ensuring that incoming/outgoing correspondence and complaints are efficiently received logged and distributed, and to support staff and managers to achieve Council service standards in responding to correspondence.
8. To support the efficient document management of electronic and paper records, including scanning, shredding and archiving as appropriate.
9. To arrange meetings and case conferences including room bookings and refreshments, preparation of agenda and associated papers, taking notes and producing minutes.
10. To be responsible for processing accounts and monitoring expenditure, extracting information from manual and computer systems for the provision of reports. To be responsible for identifying, investigating and dealing with discrepancies and to bring unresolved discrepancies to the attention of the Senior Access and Support Officer.
11. To order equipment, stationery and other items as required by the Service Manager and to ensure the efficient and accurate payment of invoices.
12. To undertake projects and support initiatives and events as required by the Senior Access and Support Officer.
13. To respond to enquiries and requests for information, from staff, senior officers, Councillors, residents and providers.
14. To undertake word processing, photocopying and distribution as directed by 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 be aware of safeguarding procedure and bring any concerns to the attention of the Senior Access & Support Officer.
17. 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 and the New Technology Agreement.

18. To provide non-casework telephone advice and helpline service for customers, providing housing options information, linking callers with other departments.
19. To provide a sympathetic and professional service to vulnerable people in housing need, including customers who may be distressed and/or angry, and to take account and make appropriate adjustments for customers with additional health, disability, language or other needs.
20. To compile and update information in the form of leaflets, packs, fliers etc. to be issued to the customers in housing need.
21. To assist in statistical monitoring, customer surveys, and other exercises to increase the effectiveness of the service.
22. To order furniture for TA properties by producing purchase orders, monitoring stock in ensuring supply is consistent.
23. To issue legal letters regarding the disposal of client goods in storage and follow full procedure. To arrange for goods to be destroyed in the event client fails to collect.
24. To be aware of changes in legislation that affects housing, housing benefits and state benefits.
25. To advise other departments such as Tenancy, Nil Recourse and Social Services where client has been placed.