

Person Specification



Job Title	Temporary Accommodation Relocation Officer
Grade	Scale 6
Service/Section	Housing & Safer Communities
Directorate	Temporary Accommodation

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
Knowledge	
Good knowledge of housing options, including private rented sector, social housing, and supported housing placements.	E
Understanding of the barriers to resettlement for households in temporary accommodation and strategies to overcome them.	D
Knowledge of welfare reform, financial assistance for relocation, and relevant statutory frameworks.	D
Skills and Abilities	
Excellent communication and interpersonal skills to engage households sensitively.	E
Ability to assess client needs, explain housing options, and manage expectations.	D
Good organisational skills to manage caseloads, document interactions, and liaise with multiple services.	E
Ability to work independently and as part of a team, managing conflicting priorities and delivering outcomes.	E
Experience	
Experience of supporting vulnerable households in housing need to access support services including those in temporary accommodation.	E
Experience in partnership working with landlords, housing associations, and support agencies.	D
Good knowledge of housing options, including private rented sector, social housing, and relocation schemes.	D

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.	E
Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	E