

Person Specification

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

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

Criteria	Essential/ Desirable
Knowledge	
1. Knowledge and understanding of housing and homelessness legislation, including the Housing Act 1996 (as amended) and the Homelessness Reduction Act 2017, Temporary Accommodation legislation, and the local authority's role in the lawful discharge of homelessness duties.	E
2. Relevant Landlord and Tenant legislation. Official Housing Act 2004 – in particular, the hazards identified under the HHSRS (Housing Health & Safety Rating System).	E
3. Knowledge and understanding of the role of local authorities and partner agencies in supporting vulnerable households and maintaining suitable accommodation placements.	E
Skills and Abilities	
4. Ability to carry out scheduled and unannounced visits to properties, ensuring occupancy and compliance with tenancy or licence condition.	E
5. Strong observational and analytical skills to identify risks, non-compliance, safeguarding concerns, and property condition issues.	E
6. Excellent communication skills, both written and verbal, with the ability the ability to write clear and concise letters and reports including providing draft responses to MP's, Councillor's enquiries and complaints.	D
7. Good organisational and case management skills, with the ability to prioritise workloads, meet targets, and maintain accurate case records.	E

8. Ability to work independently and adhere to lone working procedures while maintaining personal safety.	E
9. 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.	E
10. Ability to identify support needs and make appropriate referrals to internal and external support services.	D

Experience	
11. Experience of working in a housing, homelessness, or temporary accommodation environment, including monitoring occupancy or property standards and carrying out property inspections.	E
12. Experience of working with vulnerable individuals or families and identifying/supporting their needs.	E
Equal Opportunities	
13. Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	E
14. Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	E
Other Requirements	
15. Possession of a full clean driving license and the use of their own fully roadworthy vehicle.	E