

GREENWICH COUNCIL JOB DESCRIPTION

DEPARTMENT: Directorate of Housing Services

POSTHOLDER: GRADE: S02

SECTION: Temporary Accommodation Service

JOB TITLE: Temporary Accommodation Visiting Officer

POST NO:

REPORT TO: Temporary Accommodation Reduction Team Leader

JOB PURPOSE

1. To support the Royal Borough of Greenwich's Temporary Accommodation Service by carrying out regular visits to temporary accommodation properties across London and outside London to verify occupancy and ensure households are complying with their licence or tenancy conditions.
2. The post holder will play a key role in maintaining accurate records of property use, identifying any concerns during visits, and working with internal teams and accommodation providers to ensure placements remain safe, suitable, and in line with council and statutory requirements.

MAIN DUTIES

1. Conduct regular scheduled and unannounced visits checks across all temporary accommodation to confirm occupation and ensure property standards comply with statutory guidelines under each Council's sovereign housing duties and the Homeless Code of Guidance.
2. To ensure residents understand and comply with the terms of their licence or tenancy agreement.
3. Ensure that nightly paid properties meet housing health and safety standards (HHSRS) by visiting properties to confirm safety, suitability, and readiness. To report any concerns or issues for escalation.
4. To maintains accurate records of visit data, monitors and reports on resident occupancy status, identifies and flags potential risks observed during visits, and provides detailed observations to support ongoing case monitoring and service improvements.
5. To report concerns, risks, or non-compliance to the appropriate internal teams for follow up action.
6. To Identify and escalate safeguarding concerns or property condition issues discovered during visits to the appropriate services or supervisors in line with Council's guidelines and in a timely manner.
7. Adhere to the Council's lone working policies, ensuring thorough review of records prior to visit, maintaining regular contact with the team during visits alongside using provided

safety equipment, and promptly reporting any incidents to ensure personal safety while working independently.

8. Manage individual caseloads and visit schedules efficiently to meet performance targets and report visit outcomes accurately. Contribute to operational efficiency and quality service delivery.
9. To identify service users with support needs and refer them to appropriate internal or external support services.
10. To liaise closely with support services and statutory agencies to ensure that the needs of vulnerable applicants are identified and assessed.
11. Work collaboratively with internal colleagues such as the Move on officer, Relocation officer, Temporary Accommodation officer, and private letting teams to ensure clients receive coordinated support.
12. Participate in team meetings, training sessions, and performance reviews to support continuous service improvement and professional development.
13. To respond to enquiries and complaints including from elected members and external agencies, ensuring that responses meet quality standards and are completed within performance target timescales.
14. To assist in statistical monitoring, customer surveys, consultation activities or other exercises to increase the effectiveness of the service. To assist in the training and induction of staff as requested by the Temporary Accommodation Reduction Team Leader.
15. As directed by the Temporary Accommodation Reduction Team Leader, to undertake any other work appropriate to the level and general nature of the post's duties.
16. To carry out all duties with due regard to the provision of health and safety regulations and legislation, the Councils Equal Opportunities and Customer Care policies, and the new technology Agreement.
17. The standard hours of work for this post will total a minimum of 35 hours per week. Obligatory service demands may require the post-holder to work outside of normal working hours for other duties.