



Job description	
Job title	Temporary Accommodation Housing Officer
Grade	G
Directorate	Regeneration and Economic Development
Section/team	Strategic Housing
Accountable to	Allocations and Temporary Accommodation Service Manager
Responsible for	No responsibility for employees
Date reviewed	17 June 2024

Purpose of the Job

The main aim of the role is to deliver high-quality housing management for the Council's portfolio of residential properties used as temporary accommodation for homeless households.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. To undertake a full range of property and tenancy management duties to deliver a housing management service for the Council's portfolio of residential properties used for homeless/temporary accommodation.
2. To undertake property sign-up's by meeting new occupants at the properties and ensuring all relevant paperwork is completed and a claim is made for housing benefits where applicable. During the sign-up to explain in a clear and understandable manner the terms of the licence agreement particularly around rent and service charge payments and to provide assist to enable the prospective occupant to claim council tax benefit where applicable.
3. Complete void property inspection by undertaking visual inspections of properties that have been vacated, compiling an inventory, and identifying and reporting any repair works required to relet the property in a timely manner to minimise the void period.
4. During property inspections to identify rechargeable damage by reviewing the inventory inspection and to inform the licensee in writing and refer the rechargeable cost to Sundry Debtors as per the current procedure.
5. To actively promote licence compliance by undertaking regular property visits, in accordance with agreed procedure, and to actively communicate with the occupants to support this. Where necessary enforce the licence agreement in line with the Council's licence management procedures,

including issuing warnings, serving notices and recording all action taken accurately and efficiently on the appropriate information management system.

6. To provide advice and signpost residents, where appropriate on all licence / tenancy matters, welfare benefits and re-housing queries.
7. To ensure risk assessments are carried out with all clients and identify ongoing support needs and where appropriate make referrals to appropriate agencies.
8. To complete Personal Emergency Evacuation Plans for all occupants upon sign-up to a property.
9. To identify, report and monitor repairs, cleaning and maintenance in the accommodation provision; ensuring equipment supplied (e.g. furniture, electrical appliances, etc.) is in good order and that the property is free from CAT 1 Hazards as defined by the Housing Health and Safety Rating System (HHSRS) as per the Housing Act 2024.
10. To undertake property inspections having regard to the provisions of the Housing Health and Safety Rating System and to request property repair/improvement having regard to relative risk that the repair (hazard) presents.
11. To provide regular verbal and written reports to the Allocations and Temporary Accommodation Service Manager or senior management as required.
12. To maintain accurate records and to ensure information management systems are kept up to date and accurate.
13. To meet performance, targets and standards as set for the service.
14. Follow all council policies and procedures in accordance with the role and attend mandatory training when requested.
15. Undertaking PAT testing of domestic electrical goods.
16. Follow all Council policies and procedures in accordance with the role and attend mandatory training when requested.
17. Ensure you work in accordance with the Equality Act 2010 and the Equality & Diversity Policy at all times.
18. To undertake additional duties commensurate to the level of responsibility/ grading of the job role (including attending training) as reasonably required.
19. To work flexibly as a member of the Housing and Property service, responding to the changing demands of varying workloads. Must demonstrate a keen commitment to customer care and work in partnership with other teams across the council to deliver the required level of service.

Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals in danger.
- To undertake appropriate and up to date training in the use of any equipment required in order to discharge the duties and responsibilities of the post.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.