



Job description			
Job title	Temporary Accommodation Housing Officer		
Grade	G		
Directorate	Place		
Service/team	Strategic Housing		
Accountable to	Allocations & Temporary Accommodation Service Manager		
Responsible for	Not applicable		
JE Reference	A5330	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 you. 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-ups 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 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 & 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.
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. Undertake PAT testing of domestic electrical goods.
16. Ensure you work in accordance with the Equality Act 2010 and the Equality & Diversity Policy at all times.



- 17. To undertake additional duties commensurate to the level of responsibility / grading of the job role (including attending training) as reasonable required.
- 18. To work flexibly as a member of the Housing & 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.

As part of your role with the Council, you share a collective responsibility to support and champion children and young people who are cared for by the Council and young people who are care experienced. Children and young people tell us that including this in all job descriptions “is good” because they want all Council employees to understand how important it is to “treat children in care and care experienced young people as they would their own”. We ask that you do this with the same commitment, care and ambition that any parent would, regardless of your job role or service area. Children and young people tell us that they want all Council employees to be “genuine”, helping to create a supportive environment, remaining alert to any worries and concerns, and ensuring that safeguarding is promoted and responded to appropriately.

Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.



Data Protection and Information Security

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