



Job description			
Job title	Temporary Accommodation Co-Ordinator		
Grade	Pay Band F		
Directorate	Regeneration & Economic Development		
Service/team	Strategic Housing		
Accountable to	Allocations & Temporary Accommodation Service Manager		
Responsible for	Not applicable		
JE Reference	A5331	Date Reviewed	17 June 2024

Purpose of the Job

To provide effective administrative/technical support to the Council's Temporary Accommodation Team by undertaking administrative tasks in relation to the Council's temporary accommodation provision.

This job will require a commitment to continuous quality improvement: achieving performance targets: a customer driven attitude: flexibility in approach to work, positive attitude to change and awareness of the priorities and objectives of the service.

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 liaise with external contractors to report and arrange repairs, void works, property clearance and cleaning to support an efficient property void turnaround to ensure the efficient use of council resources and minimise void periods.
2. To ensure that all rent and service charges are collected regularly and accounted for in a timely manner and in line with each client's payment plan. This will include reconciling housing benefit records, contacting clients and taking payment via telephone, providing receipts to clients and logging all payments accurately on the internal system.
3. To raise requisitions on request, process/forward invoices for payment, complete new and update supplier forms ready for processing whilst adhering to the council's financial procedure rules. To conduct any



necessary checks and queries relating to Housing Benefit overpayments and Council Tax invoices prior to payment.

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5. To be responsive to and support the needs of the Housing Officers when they are out on site, providing information and co-ordinating urgent actions as required.
6. To provide advice to service users on all Licence matters, welfare benefits and re-housing issues as required. To signpost to support agencies where appropriate
7. To support the on boarding of new acquisitions including obtaining quotes and ensuring works are completed on time.
8. To liaise with the Housing Solutions Service on the availability of Temporary Accommodation units and co-ordinate sign up appointments between the services.
9. To advise service users when access is required to their property for contractor or Health & Safety visits.
10. To use information technology daily, e.g. word, excel spreadsheets, database, email and internet and all software used by the service.
11. To prepare and input data accurately to internal IT management systems, Excel and SharePoint.
12. To provide information regarding voids to the Temporary Accommodation Service Manager and other parties as required.
13. Modify and use standard letters and preformatted documents in Word and to prepare tenancy documentation as required and ensure move-in and void administrative packs are available to the Housing Officers.
14. To provide regular verbal and written updates to the Temporary Accommodation Service Manager or senior manager as required.
15. To respond to / assist with enquiries from colleagues, external agencies and members of the public as required.
16. To provide the highest quality standards in customer service.
17. To support the booking of hotel provision to be used as temporary accommodation as directed.



18. Follow all Council policies and procedures in accordance with the role and attend mandatory training when requested.
19. Ensure you work in accordance with the Equality Act 2010 and the Equality & Diversity Policy at all times.
20. To undertake additional duties commensurate to the level of responsibility/ grading of the job role (including attending training) as reasonably required.
21. 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.

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.
- 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, 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.