

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Temporary Accommodation Housing Officer	Grade:	SO1
Reports to	Temporary Accommodation Housing Management Team Leader	Grade:	PO3
Directorate:	Housing, Regeneration and Public Realm	Section	Housing Services

Main Purpose of the job:

To provide a high quality, customer focused and responsive Housing Management service for residents living in temporary accommodation.

To provide a high-quality advice, lettings and tenancy sustainment service that maximizes the number of homeless households who are able to move successfully into good quality, affordable private rented accommodation for clients from various services such as HOC, CYP and NRTPF.

To promote the use of the private rented sector as a viable alternative to social rented housing, in order to encourage independence, prevent homelessness, provide settled housing solutions and reduce the Council's use of temporary accommodation.

To effectively report, as required, on performance, against local and corporate targets.

Summary of Responsibilities and Personal Duties:

1. Proactively provide a comprehensive housing management service for temporary accommodation residents within procedural guidelines, standards, and timescales.
2. Ensure that individual performance targets on a range of housing management and customer service standards are met and work collaboratively with colleagues to ensure team targets are met.
3. Work effectively and efficiently with colleagues within the service, across other departments and external agencies to deliver an excellent customer focused service meeting individual, team, service and corporate targets & KPIs.
4. Identify and record details of vulnerable residents, ensure safeguarding concerns are acted upon, and signpost residents for support as required.
5. Work collaboratively with other departments, partner and stakeholders to ensure multi agency responses to complex cases.
6. Liaise with both the Housing Needs and Temporary Accommodation Teams concerning a client's homelessness application including changes of circumstances and discharge of duty

7. Liaise with colleagues within the team and the wider Housing Needs service to provide a streamlined and seamless service to customers in temporary accommodation who wish to move into the private rented sector, ensuring efficient processes are put in place to discharge the authority's housing duty by facilitating the offer of private rented sector accommodation.
8. Attend Court hearings and evictions, completing an inventory of goods, serving Tort Notices and arranging for removal and storage of goods when necessary.
9. Liaise with the Health and Safety Team, landlords, tenants and contractors, to ensure gas safety inspections and certificates are arranged in accordance with relevant legislation
10. Carry out inspections of properties and communal areas in a lone working capacity, identifying and reporting repairs or concerns.
11. Ensure all properties are maintained to a high standard investigate persistent disrepair complaints and/or to take property inventories for those properties accessing the Council's incentive and or bond scheme.
12. 11. Be responsible for ensuring all landlords and tenants comply with their respective contractual agreements.
13. Respond to correspondence and complaints and provide drafts for member's enquiries in an effective manner and meet the standards of customer care expected by all Council staff.
14. Deliver a streamlined high quality customer focused service ensuring telephone calls, emails, letters and complaints are fully responded to promptly and to the highest possible standard in compliance with corporate guidelines or as instructed by the service manager.
15. Maintain excellent customer service in all areas of work and ensure continued personal development.
16. Comply with all Lewisham Council policies, including contractual standing orders, financial regulations and all HR policies and procedures including Health & Safety and Equality & Diversity.
17. Carry out the duties of the post with due regard to the Council's Equal Opportunities and Data Protection policies and core values.
18. Undertake any other appropriate duties as required by the service or instructed by the Service Manager.

Internal Contacts:

These include officers from across the Housing Services Division eg Negotiators, Payments Team, officers from across the Council eg Housing Benefits, Strategic Development, Children Young People Directorate, Children Social Care, Corporate Procurement Team

External Contacts:

This will include Lewisham Council and other Registered Providers, Landlords, Landlord Agents, Capital Letters, Charitable organisations, Advocates for clients

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

PERSON SPECIFICATION

JOB TITLE: Temporary Accommodation Housing Officer **POST NO:**

DEPARTMENT: Housing Services

GRADE: SO1

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application.

If you meet all the other criteria, you will be shortlisted, and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Knowledge

- Excellent current knowledge of private rented sector housing market and contracts, particularly the issues affecting private rented sector customers and landlords. **S**
- Knowledge of how to deliver a first-class customers focused service. **S**
- A good knowledge and understanding of the government's welfare reform and its implications on the private rented sector. **S**
- A good understanding and awareness of housing issues and homelessness issues. Knowledge of private sector housing law, health and safety rating system and other health and safety regulations (gas, electrics and energy efficiency) and legislation relating to the letting of private sector tenancies. **S**
- Knowledge of the services provided by the Council for households who are in housing need. General knowledge of good property standards and common building problems. **S**

Experience

- Experience of working in a customer focused environment Working knowledge of the housing legislation relevant to this role. **S**
- Understanding of the current challenges faces in social housing, particularly in relation to homelessness. **S**

- Experience of multi-agency working to support customers to solve problems. **S**
- Experience of managing conflict with challenging customers and service users. **S**

Skills

- Ability to work as part of a team and take initiative with own cases. **S**
- Ability to promote and develop effective joint working practices across services. **S**
- Flexible, problem-solving approach to service delivery with a positive attitude to change and ability to identify opportunities and develop innovative housing solutions. **S**
- Ability to maintain databases and work effectively with IT systems. **S**
- Ability to meet performance targets and deliver positive outcomes **S**

Professional Qualification and Education

- A good level of general education including Grade C or above in GCSE English and Maths **S**

Equality & Diversity

- Awareness of and a commitment to Equality of Access and Opportunity in a diverse community **S**
- Understanding of how equality and diversity relates to this post **S**

Personal Qualities

- Personable and presentable
- Organised and target driven **S**
- Able to set and maintain the highest standards in professional relationships and behaviour with customers, colleagues and other external contacts. **S**
- Commitment to high levels of attendance and punctuality.
- Flexible and proactive.
- Willingness to undertake home visits which are effective and take into account health and safety requirements.

Circumstances

- Able to undertake visits, inspections and meetings both inside and outside of the borough.

DBS Disclosure Required? No ☐ Basic ☒ Enhanced ☐

(Tick as appropriate – guidance available from your HR Advisor)

Physical

- Generally candidates must meet the standard Lewisham requirements for the post