

Role Title	Senior Hostels Officer
Job Family	Families and Homes
Competency Level	Officer
Scale	Scale SO2
<p>Purpose</p> <p><u>To support the effective housing management of temporary accommodation and other accommodation which is managed directly by the Council.</u></p> <p>To ensure that an effective and efficient cleaning, re-service, access and maintenance service is provided in the Council's designated hostels and Council stock used as temporary accommodation (hostels/ Regen). To ensure residents comply with their license / non-secure conditions and to instigate actions on potential breaches. To ensure efficient use of stock through regular checks, voids management, inputting voids on Northgate, liaising with maintenance staff and Building Maintenance officers to ensure that the void period and vacancies are minimised.</p>	
Generic Accountabilities	End Results/ Outcomes
<p>Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service.</p>	<p>The service is delivered to the quality, organisational and professional standards required</p> <p>Customer / stakeholder expectations are managed in relation to what can be delivered.</p> <p>Relevant, accurate, understandable and timely information is provided.</p> <p>A positive image of the Council is promoted.</p>
<p>Maintain all required records and information. Analyse and interpret complex information, for input into reports.</p>	<p>Procedures are adhered to and all information is correctly recorded and processed.</p> <p>Accurate, complete and relevant information / records / reports are provided for internal and/or external use All materials are produced to the required legislative and or Council standards and timescales.</p> <p>Recorded information is accurate.</p>
<p>Work closely with others to clarify changing customer / organisational requirements</p>	<p>Customer requirements are identified and documented.</p> <p>Improvement opportunities are identified and recommended.</p> <p>Photocopying, faxing, shredding, enveloping, franking etc. are completed to required standards and productivity.</p> <p>Records /information are well organised and accessible.</p>

	Records are kept up-to-date.
Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Co-operate with and support colleagues.	<p>Colleagues are supported.</p> <p>Specialist work area reputation is maintained or enhanced.</p> <p>Stakeholders are engaged with activity relevant to them.</p> <p>Positive feedback is received from stakeholders.</p> <p>Best practice is shared</p> <p>Required information is provided.</p>
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post	Safeguarding standards are monitored and maintained in compliance with Council policy
Job Specific Accountabilities:	
To ensure that vacant rooms are reserviced and returned to lettable conditions as soon as possible.	Best use of properties
To manage the hostel and Regen voids relet process ensuring that relevant computer systems are updated timely.	Systems updated and information available.
To ensure that the hostel rooms surrounding environment are clean and free of hazards, spillages, graffiti, abandoned items and other detritus through prompt and hygienic disposal.	<p>Minimum standards maintained</p> <p>Duty of care to residents met</p>
To manage the admission of residents into Bulwer Road and ensure that they vacate rooms	Vacancies effectively managed

timely, taking necessary actions when they refuse to leave.	
To instigate actions in the case of breaches of license conditions, working with housing management in the case of Regen Voids, communicating with residents about required standards of behavior, and enforce license conditions and restrictions regarding storage of belongings, allowing access, visitors, etc.; to maintain required signage and dispose promptly of all un-authorized and out-of-date items.	Effective response to potential disruption in hostels' environment Efficient management of stock
To deal effectively with enquiries from residents and matters escalated by the Building Maintenance Officers.	Customer care shown to residents
To liaise effectively with contractors, utility companies, fire service officers and others to ensure access is granted to all properties as appropriate and standard checks are carried out and recorded	Safety standards maintained
To ensure that the service maintain adequate supplies of cleaning materials, infestation products and all other supplies needed to maintain the buildings in an acceptable condition	Prompt response to concerns
To ensure that items of post are distributed to residents as required; to move furniture and other items between units where needed; to ensure standby rooms are available daily to the service and are in a fit condition to be re-occupied	Efficient utilisation of units used in emergencies
<p><i>Nature of Contacts</i></p> <p>Regular contact with members of the public/residents Typically involves supporting internal customers. May have to deal with public for which callers can be extremely anxious, distressed and angry</p>	

Must be able to deal with visitors confidently, sensitively and diplomatically.
<p>Key Facts and Figures</p> <p>Reports to; Temporary Accommodation Contracts Manager Responsible for; n/a</p>
<p>Resourcing</p> <p>Budget Responsibilities: N/A</p>
<p>Knowledge, Skills and Experience</p> <p>Experience of producing reports and statistics Experience of using Northgate system to update and record information. Good understanding of the homelessness legislation, case law including welfare benefits. Ability to guide and support the Building Maintenance Officers Ability to interpret policies and develop working procedures. customers/residents/stakeholders Ability to work across multiple sites ensuring cleaning and maintenance standards are maintained in every building Ability to prioritise so that urgent tasks are completed ahead of routine tasks Ability to communicate effectively with hostel residents and contractors to ensure the smooth running of all hostel buildings Commitment to high standards of cleanliness and hygiene to ensure that hostel residents live in a safe and clean environment</p>
<p>Indicative Qualifications</p> <p>5 GCSE's or equivalent qualifications including Maths and English</p>

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review, and the Council reserves the right to amend or add to the accountabilities listed.