

Role Title	Accommodation Placements Officer
Job Family	Families and Homes
Competency Level	Officer
Pay Range / Scale	P01
Purpose To arrange the allocation of all types of accommodation to homeless households. Working with the procurement team and providers to ensure that there is suitable accommodation available to meet demand. To arrange sign up and issue customers with decision letters that complies with relevant legislation and council policy and to make best use of the properties available.	
Generic Accountabilities	End Results/ Outcomes
Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service.	The service is delivered to the quality, organisational and professional standards required Customer / stakeholder expectations are managed in relation to what can be delivered. The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.
Maintain all required records and information. Analyse and interpret complex information, for input into reports.	Procedures are adhered to and all information is correctly recorded and processed. Accurate, complete and relevant information / records / reports are provided for internal and/or external use.
Develop specialist documents / materials / activities to support / promote the service area.	All materials / activities are delivered to the required standards and timescales. Communications are clear, well planned and effectively targeted.
Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area.	Expert advice, information and support are provided on the full range of issues within the field of expertise. Queries / complaints are effectively managed. Appropriate action is taken to resolve the issue. Customers are satisfied.
Maintain information systems which support the specialist area. Contribute to the development of these systems.	Changes to systems, are identified and recommended. Systems meet operational requirements.
Work closely with others to clarify changing customer / organisational requirements.	Customer requirements are identified and documented. Improvement opportunities are identified and recommended.

Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally.	Specialist work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them. Positive feedback is received from stakeholders. Best practice is shared.
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
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

Job Specific Accountabilities:	End Results/ Outcomes
To allocate accommodation of all types (excluding permanent Council / RSL properties) to homeless households in fulfilment / discharge of relevant duties under the homelessness legislation. This includes all forms of emergency /temporary accommodation and properties sourced to meet interim or discharge of duty such shared accommodation, Private sector leased, Bed & Breakfast, hostels, Private rented Sector, Capital Letters, Local Space, More Homes and any other scheme that may be available.	Compliance with legal obligations.
To ensure compliance with legislation and policy, considering all relevant information including Council policy, affordability, relevant	Service able to achieve the best matches using accommodation needs assessments and other information. Legal challenge minimised.

legislations & Caselaw accommodation needs assessments and all properties which are currently available in order to achieve the optimum match of customers and units	
To directly offer properties to customers through a holistic sign-up process: responding to their enquiries regarding location and other concerns; issuing license agreements, formal offer letters, etc.; arranging transport with suppliers where this has been made available; providing customers with all the information they need to access the property; making referrals to the Temporary Accommodation Resident Support Service and other agencies where appropriate	Smooth business process for allocating temporary accommodation. Reduced risk of legal challenges
To deal effectively with refusals, discharging the Council's duty where appropriate by issuing formal letters setting out the reasons why a property is suitable and responding to all points raised by customers and their representatives	Voids costs are minimised. Best use made of available properties Robust decision-making which can withstand scrutiny and legal challenges
Where necessary to liaise directly with suppliers to secure properties to meet an urgent need for temporary accommodation	Flexible arrangements ensuring that sufficient properties are procured, especially for emergencies and complex cases
To ensure that all suppliers and providers are notified of all placement information required for them to maintain their records, and of all cancellations that come to notice and discharge of duty as necessary.	Data integrity maintained Queries arising from future payments minimised
To maintain and update the service's database to a very high level of accuracy, minimising delayed inputs and entering data in real time as far as possible; to assist in the reconciliation of system data for the purposes of paying suppliers	Financial resilience for key General Fund budget Compliance with audit and reporting requirements including statutory returns Reliable data-set used as basis for payments to key external partners

To action approved transfers within the temporary accommodation portfolio, arranging and conducting sign-ups and liaising with Housing Benefits and other services to minimise disruption for customers	Councils reputation protected in high-profile area of compliance Appropriate course of action followed in complex cases taking all service priorities into account
To ensure that customer information and circumstances are reviewed and correctly reflected on database to enable the needs assessment and the offer making process	Appropriate offers made, legal challenge minimised.
To ensure that all properties are allocated within the relevant deadlines to ensure that there is no financial penalty arising from delayed nominations.	Timescales met / financial penalties minimised.

Nature of Contacts

Key contacts are internal and external customers/stakeholders

Will involve direct contact with members of the public including dealing with challenging situations where influence may be needed.

Deal with people at all levels confidently, sensitively and diplomatically.

Procedural Context

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements.

Usually works within laid down procedures but needs to deal with day-to-day problems without always referring to others.

Decisions will be made based on Council and legislative policies and procedures

Responsible for meeting performance standards within a policy framework and regulatory guidelines.

Key Facts and Figures

Reports to; Accommodation Placements Manager

Responsible for; n/a

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Resourcing
Budget Responsibilities: No direct budgetary responsibility, but accountable for assessing the value for money of all properties acquired in the context of the relevant service budget(s)
Knowledge, Skills and Experience
Commitment to high standards of customer care and the ability to deal sensitively with a wide range of customers. Ability to communicate effectively to a broad range of stakeholders Ability to write complex correspondence and reports Detailed knowledge of the law relating to the suitability of temporary accommodation, and the ability under pressure to write effective decision letters offering properties or discharging the Council's duty. High level of IT skills working with a data base and software applications to produce letters and reports effectively, run excerpt reports and identify input errors. Up-to-date working knowledge of homelessness legislation, guidance and caselaw, and knowledge of the broader housing environment including welfare benefits. Ability to work constructively with other services and agencies and to negotiate successful outcomes for customers Ability to work in a pressurised working environment and to prioritise work to meet the key priorities. High level numerical skills A flexible approach to cover for colleagues and undertakes a piece of work at short notice.
Indicative Qualifications
5 GCSE's or equivalent qualifications including Maths and English

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.