**PERSON SPECIFICATION**

**Date:** April 2025

**Post Title:** Temporary Accommodation Officer

**Division**: Housing **Section:** Housing Options

**Salary**: £27,711 – £30,060 per annum **Grade:** 7

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| **CATEGORY** | **E/D** | **CRITERIA**  **INDICATED E (ESSENTIAL) OR D (DESIRABLE)** | **MEASUREMENT**  **(See below)** |
| SKILLS, KNOWLEDGE  AND EXPERIENCE | E  E  E  E  E  D  E  E  D  D  D  D  E | Recent and relevant experience of providing a daily premises management service for temporary or supported housing stock within a housing environment.  Recent and relevant experience of dealing directly with members of the public and understanding customer care issues.  Demonstrate experience of working with customers who occupy temporary accommodation. In terms of managing the accommodation premises.  Experience of casework managing rent accounts including benefit/money advice.  Able to work under pressure and to tight deadlines.  Ability to interpret and apply policies in a sensitive and constructive manner.  Organisational skills in terms of service planning, prioritising work, time management, effective use of resources and performance evaluation.  Knowledge of Health & Safety (H&S) issues and how H&S impacts in the workplace and for this role.  Analytical skills and lateral thinking in terms of problems, options and solutions to service delivery issues.  Knowledge of Homelessness Legislation.  Knowledge of the Homeless Reduction Act 2017 statutory duties in terms of Prevention, Relief and Homeless.  Knowledge of broader current issues in meeting housing needs.  Must be able to use multiple IT packages including rents and housing management packages competently and keep accurate records for data collection. | 1 & 3  1 & 3  3  1 & 3  3  3  1 & 3  1 & 3  1 & 3  3  3  1 & 3  1 & 3 |
| SAFEGUARDING | E | Commitment to the protection and safeguarding of children, young people and adults with care and support needs | 1 & 3 |
| EQUAL OPPORTUNITY | E | Must be able to recognise discrimination in its many forms and willing to put the Council’s Equal Opportunities Policies into practice. | 1 & 3 |
| QUALIFICATIONS | E | Qualification at Level 2 on the National Qualifications Framework in Maths and English. | 1 & 4 |
| ATTITUDE & MOTIVATION | D  E  E  E  E  E | Positive attitude to resolving problems and tackling challenges.  Must be articulate in expressing ideas to generate collective resolutions to problems.  Must be able to work under pressure and sometimes having to deal with individuals or subject matter that can be emotive and demanding.  Willingness to make judgements, accept responsibility and be able to challenge existing ideas to create new approaches and solutions.  Have a preference for team and partnership working.  Must be able to work with limited supervision, on own initiative within guidelines. | 1 & 3  1 & 3  1 & 3  1& 3  1 & 3  1 & 3 |
| OTHER | E  E | To understand and be committed to delivering services to meet equalities duties and to a diverse range of customers.  Must hold a current driving licence, a car must be available daily for work. | 1 & 3  1 & 4 |

MEASUREMENT:

1 From application form. 2 Test after shortlisting. 3 Probing at interview.

4 Documentary Evidence