

Senior Temporary Accommodation Housing Officer Job Profile

Job title: Senior TA Housing Officer

Grade: Level 4 Zone 1

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

The ambition set out in We Make Camden is that everyone in Camden should have a place they call home, and the vision for Housing Services is to work deep into our neighbourhoods and within our communities to plan and continuously improve our services with people who use and rely on them, to deliver those services in an informed and responsive manner, and to ensure that provision of safe, secure and sustainable housing is a key pillar of Camden's work to increase social equality and achieve the best outcomes for Camden residents.

The council has a statutory responsibility to provide temporary housing to vulnerable households threatened with or have become homeless. The temporary accommodation officer will deliver a high standard of day-to-day operational services and ensure the accommodation remains clean, safe and health & safety compliant for our residents.

About the role:

To ensure the delivery of a coordinated, efficient, and effective temporary accommodation service, with the aim to continually improve the quality of life and levels of satisfaction for all households living in temporary accommodation.

This is a varied job role as we continue to build a diverse property portfolio of temporary accommodation consisting of council owned stock, leased accommodation, hostels and nightly paid accommodation located within and outside Camden borough.

You will manage and deliver an enhanced, proactive housing management service for households in our temporary accommodation including all aspects of property management to ensure that the units are well maintained, remain safe and health and safety compliant.

Deliver a customer focused supportive service to homeless households residing in temporary accommodation with a focus on taking all necessary steps to maximise tenancy sustainment.

To be responsible for all aspects of health & safety in the management of temporary accommodation. To ensure Health and Safety compliance in all areas, and to monitor and manage third party contractors delivering property related services to the Council.

Example outcomes or objectives that this role will deliver:

To maintain a detailed knowledge of relevant legislation and Council policy in relation to the statutory provision of temporary accommodation and to ensure TA Housing Officers and services operate within relevant Codes of Guidance, statutory guidance, council policy and housing legislation.

To build an effective Temporary Accommodation team through strong leadership and personal example so team members are fully engaged and delivering an excellent service to all households across the temporary accommodation portfolio. To ensure appropriate systems are in place to monitor individual and team performance; and support and develop staff to be suitably skilled to deliver the levels of service expected.

To produce data to evidence performance against key performance indicators. To supervise the performance and development of the service by ensuring team members have clear objectives and targets, through regular reviews in order to improve service delivery and customer satisfaction.

To implement and manage an effective property and void management system to minimise rental income loss. To deliver other areas of day-to-day housing management, including dealing with antisocial behaviour, illegal occupancy, etc, and take appropriate action, liaising with other teams where necessary. To oversee preparation of Notices to Quit; authorise terminations of tenancies, discharge of duty, possession action, etc. To authorise and attend evictions and court hearings to give evidence, as required.

To client manage contractors and managing agents and ensure they comply with contractual obligations, service level agreements, statutory requirements, council policy and service standards. To authorise exceptional management action where this is not covered by procedures, review and evaluate performance and cost effectiveness, against agreed indicators, targets, and budgets.

Responsible for development of the authority's IT Housing System and processes are in place to capture accurate information in a timely manner, and the team are fully trained on systems to ensure accurate records and the legal obligations for both landlord and tenant are met.

To monitor and respond to members and resident correspondence, both written and verbal, maintaining high levels of customer service and professional excellence.

Ensure comprehensive reporting and monitoring systems are in place across the service to provide reassurance on all health and safety aspects of building and property compliance and regular welfare and property inspections are undertaken across the portfolio of temporary accommodation.

To develop and maintain effective relationships with relevant stakeholders including internal and external clients, colleagues, elected members, health and welfare services and other bodies as appropriate.

To carry out any other duties consistent with the job purpose which may be required from time to time.

About you

We're looking for someone who is enthusiastic about our ambition to make Camden the best place to live and work. Above all, you will be passionate about ensuring that services are delivered in a relational way, with the best outcomes for residents at its heart.

In addition:

Technical Knowledge and Experience:

Educated to GCSE 'A' Level, or NVQ Level. Experience working and managing in a busy housing or property management environment.

An understanding of Housing Act 1996 Part VII in relation to the provision and management of temporary accommodation.

Knowledge of welfare benefits and the ability to train colleagues to assist clients apply for the appropriate benefits to maximise tenancy sustainment.

You are passionate about housing equality: You believe everyone has the right to a home that is decent, safe and warm, and to feel part of Camden's community.

You are proactive: You take action to address problems and support people as early as possible. You create change where change is needed, rather than waiting for change to happen and reacting to it.

You keep services accessible: You believe in working to make services approachable, transparent and easy – going the extra mile to meet the diverse needs of residents. If there is something you can't help with, you will find someone who can.

You take a caring approach: You listen, understand, and have others' concerns in mind. You are happiest when residents are.

You believe in doing things together: Collaborating and connecting are at the heart of what you do, ensuring no one gets left behind. You know that residents are the experts on the housing and services they want and need, and you make sure they are heart in the work that you do.

Here at Camden, we are committed to ensuring everyone has a place they can call home, the services you and your team deliver to our residents will recognise that as a landlord we are more than just bricks and mortar.

Skills Framework:

Proactive: Helping to prevent issues arising for residents, intervening early to offer support and let residents know about any other services they may benefit from, and how to access them. Sharing and acting on feedback from residents, to keep improving our services. Keeping accurate and clear records, so colleagues can access all the information needed.

Collaboration and communication: Working in a joined-up way with other teams, to act as one Council. If you can't help, you know someone who can. Speaking with colleagues and residents in a kind and helpful way, conveying information clearly, listening actively and resolving conflicts, being responsive and flexible. Building positive relationships with the local community, understanding diverse support and access needs.

Data, digital and systems: Using in relevant software and information systems including databases, property management software, and communication tools, is essential for efficient operations. Working with systems needed for the role, and an ability to record performance data in a clear and consistent way.

Equality, diversity and inclusion: Committed to, and will champion the council's ambition to make Camden a more equal, diverse and inclusive borough. An understanding of and respecting diverse cultural backgrounds, norms, and practices. An understanding of how to effectively engage with residents and stakeholders from various communities and promote inclusivity among team members and residents.

Safety and wellbeing: Understanding that safeguarding and health and safety are everyone's responsibility. Taking an active role in protecting residents' health, well-being, and human rights; enabling them to live free from harm, abuse, and neglect. Working effectively with survivors and perpetrators of domestic abuse. Being trauma-informed and supporting psychological safety.

Key relationships

The postholder will work proactively and collaboratively with colleagues within the organisation, property providers, registered providers and those supporting residents throughout the rehousing process to ensure the Council meets its statutory obligations and customers receive the best possible overall service.

Work environment

The role will mainly be working from one of the Council's offices or TA hostel sites. However, the nature of the role will require you to undertake welfare and property inspections across our TA stock located within and outside Camden borough. Some home working may be available in agreement with your line manager.

The post holder may occasionally be required to work at weekends, early mornings or in the evenings. Home working is available in agreement with your manager. Visits will be necessary, as required, to see applicants at home or in other community locations.

Participation in the out of hours homelessness rota is required.

The post-holder will work in an "agile" way in line with the Council's move to a flexible and paperless work environment, prioritising their own work within the empowered and enabled team culture recognising and utilising the expertise of others where appropriate.

Post holders are expected to work on their own where it is safe to do so and have regard to the Council's lone working policies working with colleagues and partner agencies where appropriate.

The Post holder will work from home or from Council buildings in line with Council policies.

People management responsibilities

The role will have management responsibility for Temporary Accommodation Officers and Caretaker Supervisors.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk.

Is this role politically restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden click [here](#).

Diversity and inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click Diversity and Inclusion for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't. And in line with our relational approach, face-to-face conversations with residents often result in a better customer experience, so staff who work directly with citizens are likely to be in more than they're not.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK

(www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would

like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C