

Temporary Accommodation Housing Officer JD Template

Job title: Temporary Accommodation Housing Officer

Grade: Level 3 Zone 2

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:

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 provide 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.

You will be responsible for delivering a customer focused supportive service to homeless households residing in temporary accommodation with a focus on taking all necessary steps to maximise tenancy sustainment.

You will liaise with landlords and property providers to build relationships and ensure that repairing obligations and health & housing safety rating standards are met. You'll also be managing relationships with homeless households in temporary accommodation including taking relevant action to manage tenancy breaches.

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. To operate within relevant Codes of Guidance, statutory guidance, council policy and housing legislation.

To ensure the effective and efficient management of all Temporary Accommodation in accordance with relevant legislation, policies, and procedures.

Responsible for managing the void and lettings process for TA units, ensuring void turnaround targets are met to minimise loss of rental revenue. Actively work in partnership with the relevant teams to achieve timely lettings as well as identifying new initiatives to help reduce void turnaround times.

Responsible for organising and hosting property viewings whilst supporting the client through the sign-up and move-in process including assisting with application for welfare benefits where required.

Responsible for updating the authority's IT Housing System in a timely manner, ensuring all details are correct to ensure accurate records and the legal obligations for both landlord and tenant can be met.

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

Undertaking building and property safety checks to ensure health and safety compliance. Testing of fire alarms and equipment, monitor and report health and safety concerns in accordance with Health Safety Policy and Procedures.

Carrying out and recording regular welfare and property inspections to safeguard the tenant, other residents, and housing stock.

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.

The successful candidate will participate in delivering advice, guidance, and support to residents and be able to manage an ongoing caseload meeting the needs of all clients, especially the vulnerable with more complex housing needs.

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 of working 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 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 the borough. Some home working may be available in agreement with your line manager.

People management responsibilities

N/A

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