

Temporary Accommodation Supply Officer Job Profile

Job title: Temporary Accommodation Supply 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 supply officer will be responsible for securing suitable and affordable accommodation to meet the council's statutory duty for those households requiring temporary accommodation.

About the role:

The temporary accommodation supply officer will be responsible for supporting the TA Supply Manager in ensuring an adequate supply of suitable and safe temporary accommodation for homeless households. They will develop effective external and internal relationships to help promote the organisation and opportunities for temporary accommodation service. The role will act as a key liaison between the Council and property providers to ensure we are meeting our statutory housing duty.

The postholder will ensure that all properties acquired meet with property standards and comply with statutory requirements and are as cost-effective as possible in line with Pan London Rates as applicable.

Key duties within the role:

Strong negotiation skills to procure good quality emergency accommodation of suitable type, sizes, and locations across the private sector to meet the council's statutory duty to homeless households.

To expand and diversify the existing TA supplier list and establish new supply of emergency accommodation service providers negotiating best prices and obtaining value for money.

To carry out inspections of properties on a daily basis in order to assess their suitability for households in housing need, completing property inventories, and investigating persistent disrepair complaints. Ensure that all properties meet Health and Safety requirements and legislation and that information relating to Health and Safety is updated on necessary systems.

To ensure the effective supply of accommodation for homeless households and to monitor the performance of temporary accommodation providers and enforce relevant contracts or service level agreements to ensure effective procurement and management of the stock.

To actively liaise with landlords, providers and managing agents where accommodation-related problems are identified to ensure that actions are taken to resolve any issues raised. Visiting, inspecting, and negotiating directly with providers to hand back properties to owners in a timely and cost-effective manner.

To support senior managers in the Temporary Accommodation in the effective contract and performance management of providers supplying or supporting the delivery of the Council's accommodation schemes, including analysis of contract performance data and complaints.

To ensure that demand and supply data and performance and financial information related to the accommodation portfolio is routinely collected, analysed and acted upon, in order to effectively shape commissioning decisions, anticipate and /or manage service problems and control financial expenditure.

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, or having equivalent experience of working in a busy housing environment.

An understanding of Housing Act 1996 Parts VI and VII along with the ability to draw upon relevant housing caselaw are essential. An understanding of the Council's Housing Allocations Scheme is expected.

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

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 closely with the TA Supply Manager and colleagues in the TA Placements and TA Operations Team. Strong working relationships with landlords, managing agents and property providers currently working or seeking to work with the Council.

Work environment

The postholder will be based at 5PS, however, the nature of the role will require you to undertake visits and inspections to properties located within and outside Camden borough. Some home working may be available in agreement with your line manager.

People management responsibilities

The post holder will report to the TA Supply Manager and has no direct line management responsibilities.

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