Job Description and Person Specification Profile

Job Title	Temporary Accommodation Audit Officer
Job ID	K73
Service	Housing Advice
Grade	G
Reporting to	Housing Advice Manager

The Role

The TA Auditor plays a key role in improving the quality, compliance, and outcomes of Temporary Accommodation. The role ensures that customers placed into TA receive the practical support they need to progress toward sustainable housing solutions, while also ensuring that accommodation rules, legal requirements, and service expectations are consistently met.

The auditor acts as a link between customers, landlords/providers, and the wider Housing service, supporting people to maintain their placement, increase independence, and move on positively.

Main Duties and Responsibilities include:

- Support individuals and families placed in Temporary Accommodation to register for housing and maintain active applications.
- Assist customers to complete Housing Benefit (HB) housing cost processes, ensuring evidence is submitted promptly.
- Encourage and enable customers to take steps toward move-on, promoting independence and reducing TA length of stay.
- Provide practical support to help customers search for Private Rented Sector (PRS) accommodation, including affordability checks and signposting to schemes.
- Identify additional support needs and make referrals to relevant internal or external services (e.g., financial inclusion, domestic abuse support, mental health services).
- Audit placements regularly to ensure customers are complying with TA licence conditions, including behaviour, property standards, and occupancy requirements.
- Record and address breaches of TA rules, issuing warnings where appropriate and escalating concerns to management where enforcement action may be required.
- Monitor that customers are engaging with required processes (HB, UC, housing registration, support services).
- Ensure household composition is accurate and report discrepancies promptly.
- Visit TA properties to ensure providers meet contractual and statutory obligations, including health & safety, cleanliness, suitability, and general management standards.
- Report repairs, disrepair issues, and health & safety concerns, following up to ensure timely action.
- Work collaboratively with providers, landlords, and internal teams to improve the quality and consistency of temporary accommodation.
- Maintain accurate, timely case notes and audit reports in line with safeguarding, GDPR, and departmental procedures.
- Track customer progress toward move-on targets and flag delays or barriers.
- Contribute to performance reporting, monitoring trends, and identifying areas for service improvement.

The duties may vary from time to time without changing the nature of the post or the level of responsibility, and the post holder may also be required to carry out any other duties appropriate to the grading of the post.

About You

Your essential qualifications

- GCSEs (Grade C/4 or above) in English Language and Mathematics, or equivalent qualifications demonstrating strong levels of literacy and numeracy.

Your essential skills, knowledge and experience

- Experience in housing, homelessness, support work, or similar customer-facing environments, working with complex caseloads and diverse needs.
- Knowledge of TA processes, homelessness legislation, welfare systems, and housing options, with the ability to apply these in practice (desirable but not essential).
- Strong understanding of safeguarding duties and the needs of vulnerable households, with confidence in identifying and escalating concerns.
- Clear, adaptable communication skills with the ability to engage effectively and professionally in a range of situations.
- Ability to build rapport while maintaining professional boundaries and exercising appropriate judgement.
- Excellent organisational skills with consistent accuracy, reliable record-keeping, and the ability to manage competing demands.
- Solution-focused approach with the ability to identify barriers, explore options, and motivate customers toward progress and independence.
- Confidence in managing challenging behaviour, de-escalating conflict, and applying expectations or licence conditions appropriately.
- Ability to work independently across multiple locations, complete property visits, assess compliance, and produce concise, evidence-based reports.
- Full UK driving licence enabling travel between TA placements and provider sites.
- An ability to fulfil all spoken aspects of the role with confidence through the medium of English

Our employees' skills, experience and knowledge are essential to our success along with their happiness, commitment, enthusiasm and motivation to be the best they can be.

What can you expect from us?

- A fair salary and benefits
- Opportunities for good health and wellbeing
- Help you to grow, develop and to do your best
- Enable you to be creative and innovative
- Fully involve you in changes that affect you and your work
- Listen, and act on your ideas and feedback

Working together, we are proud to work for Tameside

Our **STRIVE** values underpin our practice and behaviours and are at the heart of everything that we do: