

## Temporary Accommodation Officer

## Role Profile

**Service:** Housing Options Service Trafford (HOST) – Place Directorate  
**Band:** Band 5  
**Reporting to:** Accommodation Team Leader  
**Responsible for:** No direct reports



**TRAFFORD**  
COUNCIL

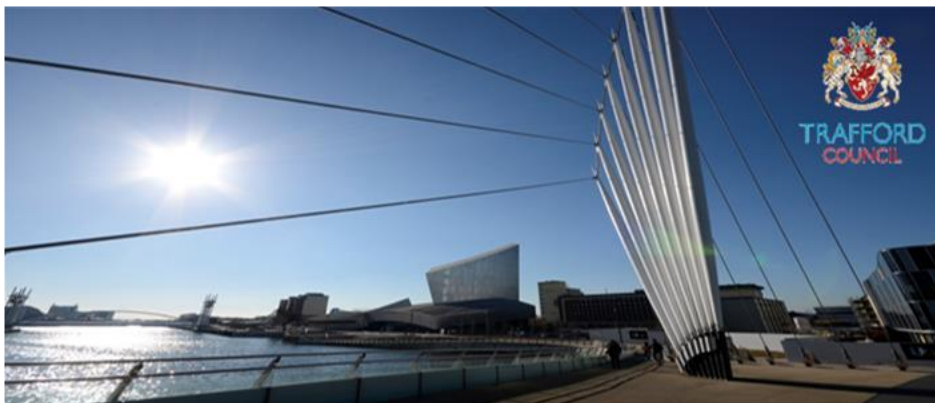
## About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

***Our vision: Trafford – where all our residents, businesses and communities thrive***

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



## Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

**At Trafford Council we are EPIC**

**We EMPOWER** – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

**We are PEOPLE CENTRED** – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

**We are INCLUSIVE** – We are committed to creating an environment that values and respects the diversity and richness differences bring.

**We COLLABORATE** – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

## About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

### Overview

Our Housing Options Service Trafford (HOST) Team is based at offices in Sale Waterside. The team carries out the housing advice, options and homelessness functions for Trafford borough. This includes homelessness prevention, homelessness assessment and the provision of housing options, emergency and temporary accommodation for people in housing need in Trafford.

### Your Main Priorities

- Providing support to those households placed in temporary/emergency accommodation.
- Maximising income and eradicating debt owed to the HOST Team for temporary/emergency accommodation
- Protecting vulnerable customers and ensuring all households in temporary/emergency accommodation have been issued with the necessary licence agreements and that a rent account has been established, ensuring that all necessary Housing Benefit claims have been submitted.
- Working alongside the Temporary Accommodation 'Move On' Officer to ensure will households have move on pathways in place to reduce the time spent in this type of accommodation.

### Key duties

- Signing up new tenants into Temporary Accommodation and setting up rental accounts in a timely manner.
- Liaising with the Voids Team to ensure properties are turned around in a timely manner.
- Offering support to customers placed into the Temporary Accommodation scheme and responding to queries received relating to tenancy issues, Universal Credit, Housing Benefits, and rent account issues.

- Inputting and reconciling incoming Housing Benefit payments for HOST whilst monitoring and resolving all rent arrears enquiries across the HOST temporary accommodation portfolio, including initiating recovery action and negotiating repayment plans with tenants.
- Recording details of all arrangements made with tenants to repay debts and liaising with Manager when escalating to any possession procedures.
- Dealing with correspondence and routine interviews with tenants concerning the collection of debts.
- Maximising rent income and Housing/Welfare Benefit take-up and providing basic welfare and money advice to tenants, including mitigating the impact of welfare reform changes and promoting financial inclusion amongst residents.
- Maintaining regular contact with tenants (e.g. by telephone, letter and e-mail) and serving notices to take legal action in appropriate cases.
- Prioritising workload to identify and focus on tenants to reduce the level of debt owed to HOST.
- Maintaining accurate electronic records and using IT systems to speedily progress the collection of rent and arrears, produce rent account statements, and regularly create statistics/progress reports to meet management information needs and statutory requirements.
- Provide effective and efficient casework on tenancies across the portfolio or as directed.
- Addressing the individual needs of vulnerable customers and their families and procuring additional funds for customers through application to various and appropriate charities.
- Undertaking any other duties and responsibilities that arises from and relate to this post.

## About You

### **Qualifications and Professional Development**

- GCSE grades 9-4 (A\*-C) or equivalent level of qualification, including Maths and English
- Evidence of continuous personal and professional development

### **Experience and Knowledge**

- Previous experience working within a housing, tenancy, resettlement or support related service
- Experience of supporting vulnerable people and enabling such to move towards independent living
- Experience of creating partnerships with public/private sector stakeholders, providers, and landlords, with a proven track record of delivering effective solutions and excellent customer service to a diverse community

- Knowledge of associated regional and national community strategies and relevant legislation related to housing support and homelessness prevention, including:
  - Housing Act 1996 as amended by the Homelessness Act 2002
  - Homeless Reduction Act 2017
  - Regulations and responsibilities on the service contained within the Children's Act 1989
  - Regulations and responsibilities on the service contained within the Care Act 2014
  - Principles and requirements of General Data Protection Regulation (GDPR) legislation
- In depth knowledge of the issues that affect vulnerable people, the housing challenges they can face, and solutions available within the industry
- Experience of working within resources (i.e. time and budget) and in an environment that delivers lean and efficient services whilst delivering high levels of performance
- Understanding of financial control principles and procedures
- Experience of conducting interviews with customers including carrying out home visits, telephone contact, and letter writing, ensuring appropriate tailor-made solutions are offered in the best interest of the customer in accordance with legislation
- Experience of using IT software packages (e.g. Microsoft Office Outlook, Word, Excel) and databases

#### **Skills and abilities**

- Excellent communication skills (verbal and written): able to exchange and present complicated or sensitive information with a range of audience, in a way that is clear and understandable to the recipient
- Good interpersonal skills: able to persuade, negotiate and influence effectively especially when liaising with other agencies to achieve the best possible outcomes for customers
- Able to deal with people effectively and sympathetically in sometimes challenging, emotive and sensitive situations, as well as making and relaying difficult decisions in line with legislation
- Planning and organisational skills: organising a caseload and prioritising own work tasks to meet deadlines and produce accurate work to a high standard
- Excellent report writing and analytical skills: assessing and developing robust support plans that meet SMART objectives for the customer and other members of the household
- Ability to use own initiative and respond independently to unexpected problems and situations
- Able to remain solution-focused when managing multiple/competing work tasks and work effectively as part of a multi-functional team
- Ability to work in a political environment

**Special Conditions**

- Access to a car or willing and able to travel within the borough and GM using public transport

Date prepared/revised	Updated role profile – 28/02/2025
Prepared/revised by	C Siddall / R Miller / R Pollard
Job Evaluation	Existing evaluation

**Health and Safety**

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

**Equalities & Diversity**

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

**Customer Care**

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

**Training and Development**

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

**Policy**

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

**Information Governance**

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information