

Temporary Accommodation (Move On) Officer

Role Profile

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



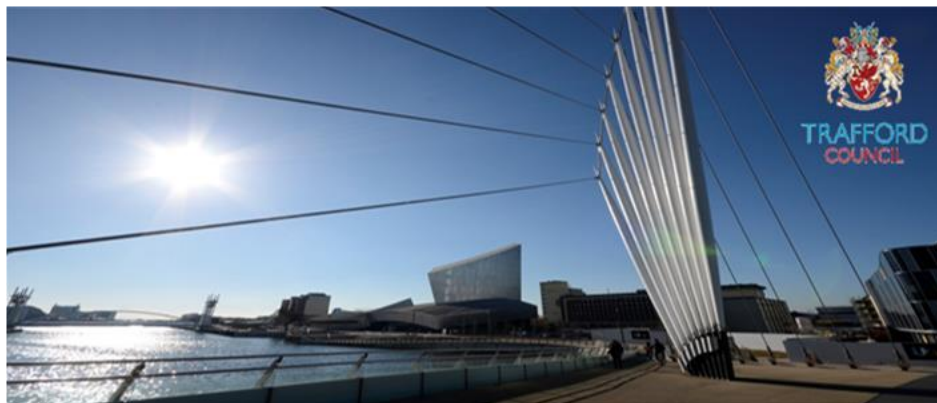
About Us

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 households placed in temporary/emergency accommodation to access a permanent offer of accommodation.
- Ensuring all households in temporary/emergency accommodation have move on pathways in place to reduce the time spent in this type of accommodation.
- Empower households with the skills to lead an independent life within the community and to be able them to maintain their tenancy going forward.
- Working with a variety of challenging customer groups, including but not limited to; homeless singles and families with complex needs, people fleeing or experiencing domestic abuse, care leavers aged 16-17 years old, and rough sleepers.

Key duties

- 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.
- Assessing vulnerable customers in relation to their tenancies/support needs, managing casework, and developing robust evidence-based support plans to facilitate move on to settled accommodation.

- Managing and maintaining processes that capture customer feedback in order to create a culture of continuous improvement.
- Promoting, encouraging and supporting customer involvement and engagement in their communities and services.
- Co-ordinating a multi-agency support package and working collaboratively with HOST Officers, Tenancy Support Officers, Commissioners, Adult and Children Social Care, all registered providers, private landlords, Department for Work and Pensions (DWP), Skills and Work partners and health practitioners to identify priorities and emerging issues for vulnerable customers placed in temporary/emergency accommodation.
- Proactively engaging with private landlords and Registered Providers (Housing Associations) to secure alternative permanent accommodation.
- Addressing the individual needs of vulnerable customers and their families and procuring additional funds for customers through application to various and appropriate charities.
- Working with customers who may display challenging and disagreeable behaviour.
- Completing safety plans for those experiencing or at risk of domestic abuse.
- Coaching customers to be able to independently manage all aspects of life skills including areas such as rent areas, property condition, Skills and Works, Health and Income Maximisation.
- 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.
- Keeping up to date with any changes in legislation, government directives and good practice
- 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

Knowledge and Experience

- Previous experience working within a housing, homelessness, 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 to ensure 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 casework 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	New role (Based on Temporary Accommodation Officer role profile) – 08/04/2025
Prepared/revised by	C Siddall / R Miller / R Pollard
Job Evaluation	MAR 2025

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 relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.