

Job description

Job Title: Accommodation Officer
Grade: Dorset Council Grade 8
Job Evaluation Reference: BC604
Job Family: Buildings & Construction

Purpose and impact

1. To efficiently manage all aspects of the councils' supply of temporary accommodation across Dorset Council.

Key Responsibilities

2. To manage the physical condition of the directly managed temporary accommodation so that it is in a permanent lettable state, conduct inspections, book repairs and maintenance as necessary, organise redecoration, and ensure any communal areas are clean and safe. (This role may be more limited where it is agreed with the landlord e.g. Housing Association, that there is a split in responsibility)
3. To maintain and update comprehensive records in connection with the management, maintenance and costs associated with the councils' temporary accommodation and occupants as required
4. To work with and support B&B proprietors who provide our emergency homeless accommodation, to ensure successful client placements whilst in B&B.
5. To arrange placement of clients into temporary accommodation, including sourcing and arranging B&B placements.
6. To administer the movement of occupiers in and out of all forms of temporary accommodation and keep records of tenant movement
7. To control the council's liability, monitor HB payments, tackle anti-social behaviour, pursue accommodation charge arrears, investigate suspected abandonment, eviction process, organise storage and disposal of former tenants possessions.
8. To help and encourage and support occupants, alerting Housing Officers and liaise with other partners/agencies of any housing support need issues that arise
9. To act as a point of liaison between the councils and stakeholders, to include temporary accommodation landlords, the police and social services, and Housing Officers
10. To provide timely, accurate statistics for government returns and other in house statistics on a monthly, or otherwise agreed basis
11. To develop and maintain an in-depth knowledge of relevant Housing legislation.

NB: The duties and responsibilities of this post are not restrictive and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Our behaviours

Dorset Council has developed and embedded a set of behaviours that will form part of everything you do and you will need to be able to demonstrate them through the way you work, regardless of your role or grade within the organisation.

Full details can be found on the job website under '[Working for Dorset Council](#)'.



Person specification

Applicants will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. You will be assessed in some or all of the specific areas over the course of the selection process.

Essential criteria are the minimum requirement for the above post.

Essential

Qualifications/ training/registrations
Required by law, and/or essential to the performance of the role
1. A benchmark of 3 GCSE's (or equivalent) including Maths and English, at Grade C or above, or able to demonstrate relevant experience
Experience
2. Experience of working in a local authority housing service or registered provider
3. Experience of Partnership working
4. Proven knowledge and experience of effectively dealing with a wide range of housing issues including with tenancies in the social housing sector, and also tenancies in the private rented sector
5. Experience in working with repairs, maintenance and inspections of properties
6. Experience and knowledge of government benefits – Housing Benefit/Universal Credit
Skills, abilities & knowledge
7. IT literate in Microsoft Office
8. Up to date knowledge and understanding of welfare benefits
9. Understanding of the requirements of Equal Opportunity Legislation and practice
10. Knowledge of relevant Housing & Homelessness legislation
11. Knowledge of a range of available housing options and support services
12. Ability to manage a wide range of demands, often working to tight timescales with conflicting priorities
13. Able to work unsupervised or with minimum supervision, organise own workload effectively, prioritising tasks, making informed decisions and working under pressure
14. Able to communicate to a high standard using different methods and styles
15. Ability to initiate relationships and build sustainable partnerships that work
16. Commitment to delivering a customer focused service and willingness to engage in continuous personal development
Behaviours
17. Respect
18. Responsibility
19. Recognition
20. One Team: Collaboration
Other
21. Must have a full driving licence and/or* access to a form of transport which allows Application/Interview the post holder to undertake the duties of the role. (*This refers to any candidate who has declared that they have a disability which debars them from driving)

