

Job Description

Job title	Temporary Accommodation Officer
Profession	Customer & Community
Band	F
Directorate	CCO (Customer)
Accountable to	Supported Housing Manager

Job Purpose:

The role will play a leading role in providing enhanced, proactive housing services to residents in our temporary accommodation, working closely with individuals and families to support those most at risk of homelessness. Work closely with Supported Housing, Locality and Customer Accounts colleagues and external service providers to provide customers with information, advice and guidance. This includes working with individuals on a one-to-one basis to support them in maintaining a sustainable tenancy and progress towards a permanent home.

The role is responsible for maintaining high data quality in our customer and property systems. Ensure that data is held centrally for full transparency and that suitable contract arrangements are in place for the continued management all compliance elements within your defined areas.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within the broad direction set by the Supported Housing Manager, this role is responsible for ensuring that supported housing provides a safe, well maintained, compliant environment where current and future customers will be proud to live, whilst achieving our operational goals and customer satisfaction standards.

Key Accountabilities:

- Responsible to deliver the right outcome for our customer in a safe and timely way.
- Demonstrate a strong commitment to delivering a high-quality, customer-focused, peer-led and psychologically informed service. Celebrate the diversity of our customers, apply a trauma-informed approach to individual needs, and proactively adapt support and service delivery accordingly.
- Effectively manage terminations of tenancy, the void process and allocation of temporary housing, ensuring that the void turnover period is minimised.
- Meet regularly with customers to provide information, advice and assistance on income and benefits. Support customers with benefit claims at sign-up and work with them to regularly review income opportunities.
- Complete routine Housing Benefit portal checks and support with Universal Credit claims, PIP applications and appeals.

- Provide general housing related advice, guidance and information to customers to enable them to maintain their tenancy/licence agreement.
- Work with customers to coproduce personal housing plans by giving them choice and control, setting clear goals that take their housing options into account, and planning towards sustainable resettlement.
- Proactively assist in the management of rent accounts, liaising with Customer Accounts team to identify arrears and participate in the development of robust plans that include the customer and any specialist provision to enable the sustainment of tenancy/licence. Use resources such as payment plans, budget plans and money management tools to provide information and tools to customers to help manage their finances.
- Proactively support the management of nuisance, harassment, hate crime and other cases of anti-social behaviour (ASB). Liaise with our Locality teams as required, ensuring issues are resolved promptly using appropriate remedies, and refer to ASB processes and resources where necessary.
- Carry out regular scheme inspections with customers to ensure internal and external areas are maintained to high standards and free from hazards. Report and monitor repairs within the communal areas.
- Work with customers in a coproduction approach to best understand the use of communal spaces and agree usage that can enhance our service offer are managed in a safe way.
- Undertake Health and Safety tests and assessments including fire alarm tests, regular fire evacuation, emergency lighting checks and organising PAT testing where required.
- Provide an initial response to emergencies as they arise whilst on duty.
- Participate in the out-of-hours emergency standby rota when required, ensuring the provision of a comprehensive housing service.
- Ensure appropriate administration is in place, maintaining accurate records, both manual and electronic. Carry out any other duties, including maintaining furniture inventories for individual flats/rooms and communal areas.
- Establish, develop and maintain effective working relationships with all work colleagues to ensure an integrated contribution to SNG's corporate objectives.
- Hold the Data Steward role for data related to Supported Housing as set out in Sovereign Network Group (SNG)'s data landscape.
- Promote a positive collaborative culture of Building Safety and Compliance. Take personal responsibility for escalating any concerns to the Building Safety and Compliance team for consideration and/or investigation.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Good knowledge of housing management and legislation.
- Understanding and implementation of trauma Informed practice.
- Strong customer service skills with the ability to build trust and rapport with vulnerable residents.
- Demonstrable ability to assess and understand resident's needs, using sound knowledge of tenancy management, safeguarding, ASB and complex vulnerabilities to provide effective support and escalate risks in accordance with policy.
- Experience in supported housing, social housing, homelessness services or care settings, with transferable skills relevant to tenancy management, resident support and safeguarding.
- Knowledge of welfare benefits and financial inclusion support.
- Ability to work independently and manage priorities.
- Experience supporting residents to sustain their tenancies.
- Excellent communication skills, including the ability to handle sensitive or complex conversations.
- Ability to work collaboratively and professionally with statutory and voluntary agencies, including social services, support providers and health professionals, to achieve positive outcomes for residents.
- Ability to work collaboratively as part of a wider housing or support team while also operating independently.
- Competent in using Microsoft Office and housing management systems to update records and manage workload.
- Ability to impact assess and to understand the difference between 'major' and 'minor' data issues.

Desirable

- Relevant qualification (e.g. CIH Level 2/3, social care qualification, safeguarding training).
- Knowledge of methods to monitor the quality of data and identify issues (e.g. reconciliations).
- Skills in de-escalation, negotiation, and supporting the resolution of low-level disputes.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	4045	Head of Specialist Housing	04/2023	
2.0	5049	Rachel Strange	04/2026	