

MALDON DISTRICT COUNCIL

Princes Road
Maldon
Essex CM9 5DL

www.maldon.gov.uk



Accommodation Officer (SD2335)



Job Title	Accommodation Officer
Service Area	Service Delivery
Grade	G (SCP 25 – 28)
Job Reference	SD2335

Reporting to	Responsible for
Housing Solutions Manager	N/A

Team Purpose
To prevent and relieve homelessness in line with statutory duties. To work effectively and collaboratively with partners, landlords and accommodation providers to achieve better outcomes for our residents who are homeless or threatened with homelessness.

Role Purpose
<p>The primary role of the Accommodation Officer is to optimise the use of the private rented sector for homeless clients, assisting in the prevention and relief of homelessness. This includes inspecting all temporary accommodation units to ensure they meet compliance standards.</p> <p>The Accommodation Officer will be responsible for sourcing private rented properties that are safe, suitable, and affordable for clients as a long-term housing solution.</p> <p>Collaborating with Housing Solutions Officers, the Accommodation Officer will help identify and prioritise clients for privately rented accommodation in a fair, transparent, and equitable way, aiming to minimise the reliance on expensive nightly let accommodation and other costly temporary housing.</p> <p>The Accommodation Officer will provide a comprehensive tenancy sustainment service for tenants and landlords ensuring early intervention and the prevention of homelessness working to prevent tenancies breaking down and maintaining positive relationships with landlords who partner with us.</p> <p>Additionally, the Accommodation Officer will inspect all temporary accommodation units to ensure they comply with The Housing Act 2004 and the Housing Health and Safety Rating System (HHSRS) which is a legal duty placed on local authorities.</p>

Key Accountabilities



Working closely with the Housing Solutions Manager, the Accommodation Officer will;

Contribute to and implement a strong vision for the service area which delivers ambitious, innovative, and forward-thinking approaches, where work is of high quality and achieves objectives, through effective performance and risk management.

Deliver robust homelessness services and ensure compliance in accordance with legislation and Council Policy including specialist advice across a whole range of complex issues such as housing, welfare benefits, financial wellbeing and employment referring clients to specialist agencies and departments for additional assistance.

Be proactive in their activity to secure good quality, affordable private rented accommodation through the Council's private sector access schemes ensuring properties are fit for let in line with HHSRS inspections.

Be robust in pre-letting checks including affordability, suitability, right to rent, fit and proper landlord, gas and electrical safety etc.

Maintain a thorough and up to date understanding of homelessness legislation, Landlord and Tenant Law, The Housing Act 1996 (as amended), the Homelessness Reduction Act 2017 and welfare benefit regulations.

Build strong relationships with businesses, key stakeholders, community groups, landlords and tenants.

Collaborate with partner organisations to deliver joined up solutions.

Undertake inspections of temporary accommodation and privately rented accommodation to ensure compliance with Housing health and safety rating system (HHSRS) standards.

Ensure that enquiries, complaints, and cases are handled promptly, professionally, and in line with established processes, providing satisfactory resolutions for all parties involved.

Effectively manage resources, time, and priorities to deliver high-quality outcomes and meet service expectations in a timely manner.

Be a role model for the service, demonstrating authenticity, integrity, resilience, and compassion, while prioritising communication, personal development, and wellbeing.

Identify and signpost risks to internal and external bodies for further action in a timely manner.

Ways of Working

Customer Service

To have a strong focus on barriers customers may face to accessing housing and develop existing and new Policy to improve access to private rented sector homes for customers.



Ways of Working	
	Demonstrate self-awareness and an understanding of the values of others to build effective working relationships.
Supporting corporate projects	Support projects within the housing areas that deliver on our corporate priorities. Input to and implement strategies, policies, service and financial plans, to ensure statutory and corporate targets are met and provide best value for the council.
Performance	Ensure a focus on own performance to achieve priorities and KPI's of the service, embracing change and continuous improvement. Promote an organisational culture that empowers and motivates customers to engage and resolve their own housing needs.
Budget management	Ensure any new or developed policy or incentive schemes adhere to all reporting requirements and enabling best value for money for the Council.

Person Specification

Qualifications
<ul style="list-style-type: none"> • Educated to GCSE Level or equivalent or extensive work experience in specialist field. • Housing Health and Safety Rating System (HHSRS) qualified and post qualified CPD • This post requires you to have a full UK driving licence and use of a car.

Knowledge, Skills, Ability, and Experience
<p>Knowledge of relevant legislation including Landlord and Tenant Law, the Housing Act 1996 (as amended) the Localism Act 2011, Welfare Reform Act 2012, the Homelessness Reduction Act 2017 including the related Codes of Guidance, The Housing Act 2004 and Housing Health and Safety Rating System.</p> <p>The ability to analyse issues and set them down in a variety of written forms in a clear and concise manner. The ability to adhere to and explain council policy and housing law commensurate with the role.</p>



Knowledge, Skills, Ability, and Experience

An understanding of the current issues facing local government and possess a degree of political sensitivity and understanding of the political environment.

A good understanding of the use of technology for the delivery of modern and streamlined services and processes.

Experience of working within an organisation of comparable scale and complexity; either a local authority or RSL, preferably in a homelessness service area, or have demonstrable experience of working in a private sector lettings environment.

Able to demonstrate personal conduct, integrity and credibility that inspires confidence in members, employees, customers, partners, and others. Good judgement, strong analytical skills, and the ability to use data and information intelligently and innovatively.

Demonstrate a good understanding of safeguarding issues commensurate with the role.

Strong focus on outcomes - proactive and tenacious in approach.

Demonstrate the ability and willingness to drive through continuous improvements in performance/service delivery. To be accountable for personal performance, through meeting agreed personal targets and through undertaking planned programmes of professional development.

Special Requirements

Emergency Planning	A requirement of this role will be to attend emergency planning training. The role holder will be required to support the Council's emergency planning response.
Election Duties	This post will, on occasion and with reasonable notice, be expected to assist with election duties as required and this will include working unsociable hours.
Political Restrictions	This role is not politically restricted.
Disclosure Barring Scheme	This role requires a Basic DBS being undertaken prior to any contract of employment being offered. This will be re-checked every three years.



Standard Terms	<ol style="list-style-type: none"> 1. To comply with appropriate legislation, service and council policies. 2. All employees have responsibility under the Health and Safety at Work, etc. Act 1974. These responsibilities are laid out in the council's health and safety policy and procedures. 3. To support and be committed to the council's policy on safeguarding and promoting the welfare of vulnerable groups including, young children and adults and expects all staff and volunteers to share this commitment. 4. To support the council's equalities and diversity policies. 5. To operate within the council's IT policies and data protection rules and regulations. 6. To operate within the council's financial regulations. 7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines. 8. To participate in internal committees and departmental working parties to ensure continuous improvement as required. 9. Any other reasonable duties as may be required from time to time
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Competency Framework

Central to the delivery of the role are the council's values and behaviours and all employees are expected to work within the council's Competency Framework. These are shared by all employees and applied to everything we do. The points for each competency are shown below:

Maldon behaviours [competencies]:	
Core Competencies - All Workforce	
Communicating	Expressing information in the most effective way ensuring timescales are clear and realistic.
Customer Focus	Considering customer needs, striving to meet them, and providing the best service to our customers, residents, and colleagues.
Planning and Managing Work	Planning and managing workload to meet individual, team and service objectives whilst achieving quality and value for money.
Analysis and Problem Solving	Assessing and interpreting information to support work activities, identify issues and aid problem solving.
Initiative and Decision Making	Taking the right action, based on what we know and being responsible for what happens.
Developing Self	Committed to developing own skills, knowledge, and abilities to enhance capability and development.



All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the postholder.

This job description will be subject to regular review and the council reserves the right to amend or add to the details.

Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with health and safety policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council must deal with the results of a civil emergency.

Signed (Job Holder):		Date:
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