



JOB DESCRIPTION

Job Title	Service Manager - Temporary Accommodation		
Directorate	General Fund Housing		
Reporting to	Head of Prevention, Homefinder, and Accommodation		
Grade	9		
Evaluation ref:	RP301	Job Family ref:	
Role Purpose			
<p>To lead and manage the Temporary Accommodation service, including officers and assistants, ensuring efficient use of stock and resources, minimising voids, and maintaining budgetary control.</p> <p>The role is accountable for meeting statutory timescales and targets for temporary accommodation, developing strategies to improve flow through housing pathways.</p> <p>The role will be key in developing and maintaining new accommodation opportunities and partnerships and providing oversight of commissioned accommodation contracts in partnership with commissioning teams.</p>			
Accountabilities			
Operational Delivery			
<p>This role ensures the team is well-organised and equipped to manage Homeless Tonight bookings, extension requests, referrals and Housing Benefit claims. It oversees both our own stock and partner Temporary Accommodation vacancies, ensuring timely referrals to reduce reliance on B&Bs and providing reassurance to partners that vacancies are managed effectively.</p> <p>Initiate, participate and chair meetings and ensure that agreed actions are achieved, including preventing government mandated breaches, understanding current issues and solving problems in various accommodation settings.</p> <p>The Service Manager will work with other Service Managers to guide, influence, and challenge Move on Officers and Housing Officers, to identify solutions that help customers transition from B&B or short-term TA into Temporary or long-term accommodation. They will deal with escalated cases, challenging partners where appropriate and supporting their officers to advocate for fair opportunities for our customers, with the aim of achieving a successful move on. When necessary, the Service Manager will support with bookings and referrals.</p> <p>Manage relationships with accommodation providers to ensure service needs are met, proactively monitoring and improving processes to support efficient delivery and effective partnership working.</p> <p>The role will be coordinating SWEP placements alongside the Rough Sleeper Team and supporting the Head of Service during emergencies such as civil contingencies.</p>			

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This role will respond to escalated or complex complaints, including damage costs, and will contribute to S202 reviews where suitability is questioned. It will also deputise for other Service Managers when required.

Strategic Delivery

Responsible for demand management, the Service Manager will work with performance and data teams to identifying changes needed in commissioned Temporary Accommodation by type and location and working with the Commissioning team to ensure suitable properties are available in the right areas.

Monitor data and trends, to help forecasting requirements and make service plans for the following year.

The role will work with commissioning to negotiate block booking arrangements for nightly paid accommodation.

Project/Contract Management

Acts as the main point of contact for partners, evaluate the success of each project and liaise with the commissioning team to ensure effective contract management and delivery.

The role also proactively engages with new opportunities for accommodation provision, both short and long term.

Performance Framework

Lead on, create, monitor and review frameworks of performance measures and quality standards for the Accommodation staff.

Budget Responsibility

Oversight of operational spend, ensuring available funds e.g. with corporate accounts and cards. Taking into account best use of public money including associated accommodation costs such as taxis, storage, and removals costs.

Liaise with commissioning on accommodation projects which have both income and outgoings to help ensure a balanced budget.

Stakeholder Engagement

Ensures internal teams and external partners manage accommodation effectively and resolve issues promptly.

Develop and maintain effective working relationships with Temporary Accommodation providers and key stakeholders such as Police, Prison and Probation, Social Workers, Occupational Therapists.

Using strong relationships to help build our TA portfolio.

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Statutory Compliance

Monitors families at risk of breaching the six-week B&B limit (government monitored) and works with officers and managers to implement robust plans to minimise breaches.

Team Management

Leads the Temporary Accommodation team, managing priorities at both team and individual levels. Ensures placements align with suitability and risk assessments, oversees recruitment and onboarding, and fosters a positive, collaborative work environment.

Responsible for workload management, balancing service demands with staff development and remaining available to support the team when needed. Organises one-to-one meetings, conducts performance appraisals, and supports personal development plans, while adapting to evolving policies and fostering resilience within the team.

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
Significant knowledge and experience of the development, agreement and delivery of service plans.	x	
Knowledge of issues related to temporary accommodation	x	
Awareness of the challenges faced by homeless individuals and families	x	
Awareness of the challenges faced by individuals in temporary accommodation	x	
Knowledge of local housing policies and procedures		x
Comprehensive understanding of housing legislation and regulations	x	
Knowledge of the local housing market and available resources	x	
Familiarity with council procedures and regulations		x
Understanding of the General Data Protection Regulation	x	
An awareness of welfare benefits, and available homeless prevention and financial support		x



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Experience		
Demonstrable experience of partnership working including the ability to influence and, where appropriate, lead multi-agency groups and projects to deliver services and initiatives	x	
Sound understanding and practice of inter-disciplinary working	x	
Demonstrable experience of operating equality and diversity measures in the local delivery of services	x	
Demonstrable experience of the effective deployment, continuing development and supervision of professional and other staff resources	x	
Demonstrable experience of continuous improvement in a changing environment	x	
Experience of working in a Housing team, either for a local authority or registered social landlord	x	
The candidate should have experience of working with vulnerable customers	x	
Experience of partnership working	x	
Experience in managing emergency situations	x	
Experience in liaising with external stakeholders		x
Experience in applying health and safety guidance into deliverable actions	x	
Qualifications / Registrations / Certifications		
Degree or relevant experience in Housing Management, Social Work, or a related field	x	
Training in safeguarding and child protection		x
Training in customer services or conflict resolution		x
Evidence of continual professional development		x
Skills		
Strong decision making	x	
Excellent communication and interpersonal skills.	x	

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Strong organisational and time management skills.	x	
Ability to work independently and as part of a team.	x	
Proficiency in using housing management software and databases	x	
Problem-solving skills and the ability to handle difficult situations	x	
Attention to detail and accuracy in record-keeping.	x	
Strong negotiation and conflict resolution skills.		x
Promotes the need for change and acts as a role model for change.	x	
Positive, committed, adaptable, thorough and confident approach	x	
Ability to work to deadlines and to motivate others to work effectively and demonstrate a duty of care.	x	
Committed to diversity in service delivery and employment	x	
Innovative and creative approach to service development and value	x	
Customer and Communities- focussed	x	
Drive and self-motivation – “can do” attitude	x	
Sound analysis and decision-making in dealing with complex service delivery and/or policy development matters	x	

Working Conditions

Hybrid working between office and remote working.
Occasional working outside of normal hours to support staff on duty, and/or to help deal with emergencies.
Travel across the county for service meetings, partner meetings, and attending new and current temporary accommodation facilities.
This role will mainly be required to work during duty housing hours of 8.30am-5.30pm, but with some flexibility as per the Dynamic Working Strategy.

Dimensions of the role

This role will manage the Temporary Accommodation team and will report directly to the Head of Service for Prevention, Homefinder, and Accommodation. They will have line management responsibility for 2x Temporary Accommodation officers, and 3x Temporary Accommodation Assistants, 2x Move on Officers and 1x Private Sector Tenancy Sustainment Officer.

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The role will manage 8 members of staff directly. The role will help the team to manage approx. (currently) 380 households in Temporary Accommodation and nightly paid accommodation. The role will not have sole budgetary responsibility but will be actively looking at reducing service spends.

They will be planning 3-6 months in advance of delivery, and then co-ordinating the day-to-day delivery as it happens.

Working Arrangements

Somerset Council's Dynamic Working Strategy will be applied to this position.

The post holder will be subject to DBS check and will require a full driving license

Corporate Accountabilities

Ensure compliance with all relevant legislation, organisational policy, and professional codes of conduct to uphold standards of best practise.

Deliver the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do, ensuring team members are also aware of their responsibilities and maintaining their understanding that Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: 05/03/2026