

JOB DESCRIPTION

Job Title	Temporary Accommodation Assistant		
Directorate	Community Services		
Reporting to	Head of Service Homefinder, Temporary Accommodation and Prevention		
Grade	Grade 14		
Evaluation ref:	TR0162	Job Family Ref:	
Role purpose			
<p>The Temporary Accommodation Assistant will play a crucial role within the Housing Directorate, ensuring the most effective use of temporary accommodation across the county.</p> <p>This role involves coordinating with various stakeholders, including service users, housing providers and internal teams, to manage the allocation and booking of temporary accommodation. The post holder will handle administrative tasks, provide guidance and support to service users and ensure compliance with relevant policies and regulations. The role requires a compassionate and organised individual who can effectively manage multiple tasks and provide high-quality service to vulnerable populations.</p>			
Accountabilities			
<p>Coordinate the allocation of temporary accommodation to service users working closely with the Temporary Accommodation Officer.</p> <p>Ensure all applicants complete a Housing Benefits application before entering temporary accommodation, except in emergencies where it must be completed on the next working day.</p> <p>Notify Housing Benefits of any moves in temporary accommodation.</p> <p>Maintain accurate records of all temporary accommodation placements.</p> <p>Ensure service user are using the accommodation they have been provided on a regular basis.</p> <p>Liaise with housing providers to ensure the availability and suitability of accommodation.</p> <p>Conduct regular inspections of temporary accommodation to ensure standards are met.</p> <p>Provide support and guidance to service users regarding their housing options.</p> <p>Assist in the development and implementation of policies and procedures related to temporary accommodation.</p>			

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Handle enquiries and complaints from service users and resolve issues promptly.

Collaborate with internal teams to ensure a seamless service delivery.

Monitor and report on the usage and effectiveness of temporary accommodation services.

Ensure compliance with all relevant legislation and council policies.

Knowledge / Experience / Skills

Knowledge	Essential	Desirable
Understanding of housing legislation and policies	x	
Knowledge of the local housing market and available resources.	x	
Awareness of the challenges faced by individuals in temporary accommodation.	x	
Familiarity with council procedures and regulations.		x
Knowledge of health and safety standards in housing.		x
Understanding of data protection and confidentiality requirements.		x
Experience		
Experience in housing or social services role.	x	
Proven track record of working with vulnerable individuals or families.	x	
Experience in managing administrative tasks and record-keeping.	x	
Previous experience in a customer service role.		x
Experience in liaising with external stakeholders.		x
Experience in conducting property inspections.		x
Qualifications / Registrations / Certifications		
GCSEs or equivalent in English and Maths.	x	
Relevant qualification in housing or social services.		x
Training in customer services or conflict resolution.		x
Qualification in data protection or information management.		x
Certification in health and safety.		x

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Further education in public administration or a related field.		x
Skills		
Excellent communication and interpersonal skills.	x	
Strong organisational and time management skills.	x	
Ability to work independently and as part of a team.	x	
Proficiency in using Microsoft Office and 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	
Working Conditions		
<p>This role involves working within a dynamic and supportive local authority environment. Candidates should be prepared for the following conditions:</p> <p>Work Hours: Standard working hours are 37, with occasional requirements for evening or weekend work to meet project deadlines or attend community events.</p> <p>Travel: Some travel within the local area may be required for meetings, site visits and community engagement activities.</p> <p>Work Environment: The role involves working both independently and as part of a team, with access to modern office facilities and resources.</p> <p>Health and Safety: Adherence to all health and safety regulations is mandatory, ensuring a safe working environment for all employees.</p>		
Dimensions of the role		
Working Arrangements		
Somerset Council's dynamic Working Strategy will be applied to this position.		
Corporate Accountabilities		
<p>Understand, uphold and promote 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. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.</p>		