

JOB DESCRIPTION

TITLE: Allocations & Lettings Officer (Temporary Accommodation)

POST NO:

DEPARTMENT: Population & Wellbeing

DIVISION: Housing

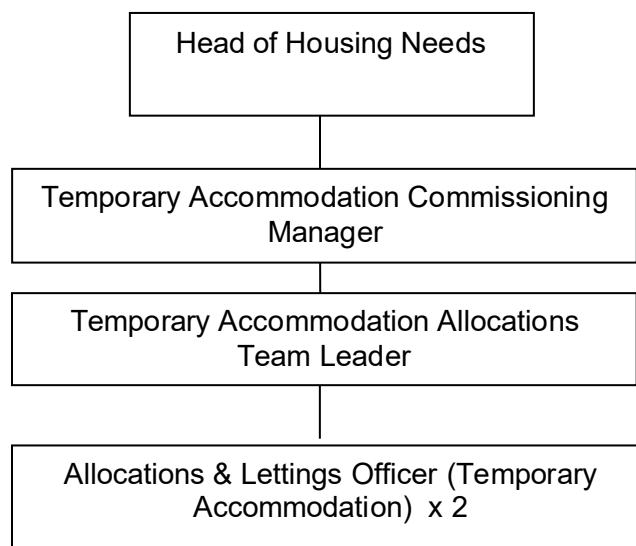
RESPONSIBLE TO: Temporary Accommodation Allocations Manager

GRADE: L6

PURPOSE OF POST

The Temporary Accommodation Allocations & Lettings Team is part of Housing Needs Service. The primary function is to manage the provision of temporary accommodation ensuring appropriate allocations and flow. The Temporary Accommodation Allocations & Lettings Officer Officers are responsible for the placement of homeless clients into interim accommodation and the nomination of homeless clients into S193 temporary accommodation. Temporary Accommodation Allocations & Lettings Officers are also expected to liaise and manage relationships with other temporary accommodation providers.

ORGANISATION CHART



PRINCIPAL RESPONSIBILITIES**%**

1	Working autonomously and with an in-depth understanding of the Suitability Order 2012, make decisions on allocating temporary accommodation that meets statutory requirements and performance targets. Pre-allocate or allocate units of temporary accommodation, deciding on suitability of accommodation against identified risks and needs of applicants. Ensure that the financial cost of void periods for temporary accommodation are minimised.	30
2	Source specific properties, where required, after undertaking suitability assessments giving consideration for example to the physical condition of the accommodation, location, affordability, overcrowding, and risk of violence from any person to enable the council to discharge its temporary accommodation duties. Ensure prescribed information is obtained in relation to emergency/interim accommodation and where required providing evidence of Fire Risk Assessment, Gas and Electric Safety Certificates. Negotiate and make recommendations on stock disposals and new acquisitions, in and out of the borough, from contracted agents and external suppliers with a view to providing the most cost-effective solutions for the council. Refer new acquisitions to the property surveyor for inspection and notify surveyor of void properties. Negotiate costs of accommodation with external providers and make recommendation on pricing of existing stock. Ensure Value for Money is obtained by obtaining quotes on all procured units. Ensure appropriate actions are taken and systems updated when notice is served upon leases.	20
3	Maintain records on the use of temporary accommodation and ensure move on and transfer of applicants to facilitate the best use of available stock and that the Council's performance and statutory targets are met. Whilst meeting clients identified needs. Collate and provide a weekly performance report to the TA Allocations Team Leader and TA Commissioning Manager. Challenge current practices and identify solutions to complex issues in relation to both use of available stock and customer requirements and make appropriate recommendations to the TA Commissioning Manager.	10
4	Ensure that systems are in place to ensure effective move-on from emergency accommodation, helping to minimise high cost placements and subsidy loss. Interview and sign up applicants and complete housing benefit and income assessments and provide advice and support to officers undertaking this role. Issue tenancy and lease agreements in accordance with procedure. Ensure that where necessary social and other vulnerability issues are referred to social services or other relevant departments/organisations for assessment or appropriate action.	10
5	Deal with enquiries/complaints over the telephone, in person and by letter/electronic means; provide advice to applicants, officers, and other organisations on the allocations system, options and likely waiting times, and deal with enquires from the public, third parties and involved professionals.	5

6	When required, undertake site visits to temporary and emergency accommodation in order to check occupancy or suitability, contact applicants, and inspect properties with landlords/managing agents.	5
7	Respond to refusals of offers of temporary accommodation and notify Housing Solutions Officers of any refusals or voluntary vacations from temporary accommodation so duty can be ceased under the Housing Act 1996 Part VII. Advise applicants of their statutory right to a review and appeal in respect of the suitability of temporary accommodation including potential implications in respect of their request for Homelessness assistance and author a report for the Housing Solutions Team Manager.	5
8	Liaise with colleagues in the Housing Solutions Service ensuring that tenants' cases are progressed appropriately encouraging tenants, where appropriate, to proactively seek a housing solution in the private rented sector via Property Solutions. Liaise with various other teams internally and externally, such as Landlords, social services, sheltered housing team, tenancy management, Housing Benefit, Council Tax, BTS. Challenge and negotiate as required in order to achieve the most cost-effective and suitable outcome. Liaise with the Council's permanent Allocations Team in order to facilitate the allocation of the social housing stock in accordance with the Council's Housing Allocations Scheme.	5
9	Provide support and assistance to colleagues in the re-allocation of empty residential Council properties in line with published policies, as required, with a focus on minimising delays in turnaround times. This will involve working with RSLs and internal sections (e.g. Void team). Assist colleagues as required in the maintenance of housing waiting lists for the Council's residential accommodation in line with the Council's policies.	5
10	Responsible for arranging suitable emergency accommodation under the urgent management move procedure (for both temporary, secure tenants as well as social services placement). Escalate cases of anti-social behaviour or other tenancy breaches to the appropriate teams within the Council or external agencies such as the Police in a timely manner Plus any other duties as determined the service.	5

DIMENSIONS

Supervisory Management:	None
Financial Resources:	No budget management however role does significantly impact on budget.
Physical Resources:	N/A
Other:	N/A

CONTEXT

There are currently in excess of 1 100 households in temporary accommodation and 23 in B&B

The Allocations & Lettings Officer – Temporary Accommodation delivers demand and statutory front-line service to some of the most excluded members of the community including those with drug and alcohol problems, mental health issues, victims of violence and those presenting with challenging behaviour. This post is therefore is very busy and working to very tight time and financial pressures. The post holder will need to organise their own workload in line with requirements set by the TA Commissioning Manager, make informed decisions framed by both local policies, statutory requirements, deadlines and financial targets.

There is a need for flexible and responsive working which may require working beyond the core hours.

Physical Effort **N/A**

Working Environment

The work will be both office based and will involve visiting applicants in their own homes or at units of temporary accommodation.

PERSON SPECIFICATION

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E): - without which candidate would be rejected

Desirable (D): - useful for choosing between two good candidates.

Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the essential and desirable criteria.				
Attributes	Essential	How Measured	Desirable	How Measured
Experience	Demonstrable experience of working in a busy and pressurised environment as part of a team to achieve set targets and outcomes	1,2	Some experience of working in the field of allocations of housing or previous experience in the provision of temporary accommodation.	1,2
	Demonstrable experience of working in a front line service and working with vulnerable individuals and families with complex needs	1,2	Experience of the Suitability Assessment in recommending potential pathways for homeless households residing in temporary accommodation	1,2
	Demonstrable experience of partnership working, liaison and negotiation with external agencies and partners	1,2		
Skills/Abilities	Able to take a proactive approach in resolving problems.	1,2		
	Demonstrable communication skills and able to deal with enquiries and give advice, influence and persuade people inside and outside the Council including external suppliers.	1,2		
	Able to communicate information and present information and reports in a clear and precise format both in writing and in person	1,2		
	Demonstrable effective negotiation skills.	1,2		
	Able to work as part of a multi-disciplinary team, take a flexible approach and work proactively.	1,2		

	Able to work with minimal supervision and prioritise workload, perform under pressure and meet tight deadlines. IT literate, including use of word, Excel databases and e-communications Manage competing work demands methodically to achieve targets and meet changing demands and priorities, taking into consideration cost implications Able to deal with difficult customers and maintain positive working relationship Able to think outside the box and promote the positives of a product or service in a reassuring and supportive manner	1,2 1,2 1,2 1,2 1,2		
Equality Issues	Demonstrable knowledge of the effects of discrimination as it occurs in service delivery and within the workplace. Knowledge and understanding of the Public Sector Equality Duty subject to the Equality Act 2010 and its effect on discharge of duty decisions.	1,2 1,2		
Specialist Knowledge	In-depth knowledge of the Suitability Order 2012 Knowledge of regulations in relation to allocations, basic knowledge of homeless provisions and legislation, including that pertaining to the provision of temporary accommodation and a working knowledge of Housing Benefit regulations and Landlord & Tenant law, to cover all tenancy types.	1,2 1,2	Housing and welfare benefits knowledge	1,2

	Knowledge and understanding of how councils able to end the main housing duty for example through a final part VI offer of social housing, private rented sector offer, refusal of final offer of TA.	1,2		
Education and Training	Level 3 Qualification in Housing Service/Practices, or equivalent or equivalent experience in related fields or willing to undertake the appropriate training where required.	1,2		
Other Requirements	Ability to attend sites throughout the borough (occasionally)	1,2		
	Occasional out of hours working	1,2		

(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

We will consider any reasonable adjustments under the terms of the Equality Act (2010), to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-holder will ensure that Luton Borough Council's policies are reflected in all aspects of his/her work, in particular those relating to;

- (i) Equal Opportunities
- (ii) Health and Safety
- (iii) Data Protection Act (2018)

Supporting Statement

For your Supporting Statement please ensure you answer the following questions.

Tell us about your relevant experience, providing examples to demonstrate how you meet the experience criteria on the person specification.

Tell us about your skills & abilities, providing examples to demonstrate how you meet the skills and ability criteria on the person specification.

Tell us about your specialist knowledge, education and training relevant to this role as stated on the person specification.

Tell us about your demonstrable knowledge of the effects of discrimination as it occurs in service delivery and within the workplace.

Tell us how you are able to meet the other requirements as stated on the person specification.