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| Role Title | Accommodation Procurement Officer |
| Job Family | Families and Homes |
| Competency Level | Officer |
| Pay Range / Scale | SO2 |
| <p>Purpose</p> <p>Responsible for negotiating and the procurement of good quality accommodation of suitable type, size and location across the private sector to meet the Council's duties to homeless households. These includes accommodation for use as emergency / long term / discharge of duty.</p> <p>To procure accommodation if required for use by other Council services responsible for the provision of accommodation to customers meeting qualifying criteria (i.e. careleavers, 'no recourse to public funds' households, etc.)</p> <p>To ensure all properties acquired comply with property standards and statutory requirements and are as cost-effective as possible in line with Pan London Rates as applicable. .</p> | |
| Generic Accountabilities | End Results/ Outcomes |
| Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service. | <p>The service is delivered to the quality, organisational and professional standards required</p> <p>Customer / stakeholder expectations are managed in relation to what can be delivered.</p> <p>The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.</p> |
| Maintain all required records and information. Analyse and interpret complex information, for input into reports. | <p>Procedures are adhered to and all information is correctly recorded and processed.</p> <p>Accurate, complete and relevant information / records / reports are provided for internal and/or external use.</p> |
| Develop specialist documents / materials / activities to support / promote the service area. | <p>All materials / activities are delivered to the required standards and timescales.</p> <p>Communications are clear, well planned and effectively targeted.</p> |
| Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area. | <p>Expert advice, information and support are provided on the full range of issues within the field of expertise.</p> <p>Queries / complaints are effectively managed.</p> <p>Appropriate action is taken to resolve the issue.</p> <p>Customers are satisfied.</p> |
| Maintain information systems which support the specialist area. Contribute to the development of these systems. | <p>Changes to systems, are identified and recommended.</p> <p>Systems meet operational requirements.</p> |

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| Work closely with others to clarify changing customer / organisational requirements. | Customer requirements are identified and documented. Improvement opportunities are identified and recommended. |
| Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. | Specialist work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them. Positive feedback is received from stakeholders. Best practice is shared. |
| Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager. | Work is carried out in a way that is safe and without risks to health. |
| Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post. | Safeguarding standards are monitored and maintained in compliance with Council policy |
| Act in accordance with all policies and procedures which apply to the job and understand the reasons for this. | All policies and procedures are complied with. |

| Job Specific Accountabilities: | End Results/ Outcomes |
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| To liaise with a range of private sector providers and procure properties to meet the Council's statutory duties across a number of service areas, | Council's obligations are met at the lowest possible cost. |
| To ensure that all accommodation suppliers are meticulously vetted in accordance with relevant legislation to ensure they are fit and proper landlords. | Legal obligations met |
| To carry out inspections of individual properties prior to use, ensuring that they are suitably | Costs of resolving issue at a later stage are avoided. |

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| located and comply with agreed property standards, and specifying works to be carried out where necessary. | Provision of suitable accommodation to customers. |
| To build a network of providers who can supply properties in the borough and elsewhere to meet the Council's specific obligations towards different groups of customers . | Reduction in overall spend on private accommodation |
| To work closely with colleagues in Housing Solutions, Families, Early Help, the 'no recourse' team and other colleagues to understand the requirements of all participating services and provide them with suitable properties | Seamless service provided. Improvement in customer experience. |
| To negotiate effectively on behalf of the service to deliver the most cost-effective arrangements possible considering subsidy levels for temporary accommodation, the cost to the Council or its customers of utilities, support packages and all other financial variables | Reduction in overall expenditure on accommodation. |
| Working with the Accommodation Procurement Manager, contribute to the development of an annual accommodation procurement plan and maintain a healthy pipeline of properties to meet current and projected demand for accommodation types, areas and sizes, monitoring and reporting weekly on individual progress against organisational targets. | Accurate projection of demand / supply. Targets met. |
| To maintain detailed records of | Accurate information to monitor performance and inform |

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| acquisitions, hand-backs, renewals, occupancies etc. and to ensure the database is updated in real time | service planning |
| To operate as a `super-user' of the service's Dynamic Purchasing System for accommodation and maximise the use of the system as a digital procurement tool | Greater use of digital procurement tool to reduce transaction costs over medium term. |
| Agree payment of cash incentives & rental amounts to landlords and other accommodation providers, in accordance with the Council's agreed standards & procedures, and ensure all required documentation is completed in order that such payments can be processed to meet agreed timescales, raising payments requests as necessary. | Financial control in place |
| Work with private sector landlords, letting agents, managing agents and other internal and external partners to identify, develop and implement a range of new initiatives to increase the supply of good quality accommodation | Supply of properties increased. |
| Actively promote and market private sector accommodation procurement initiatives to landlords, letting agents, managed accommodation providers, portfolio landlords, developers and other partners, using all available tools and methods of communication to meet individual, team and service procurement targets. | Reduction in overall spend on accommodation |

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| Nature of Contacts |
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| <p>Key contacts are internal and external customers/stakeholders</p> <p>Will involve direct contact with members of the public including dealing with challenging situations where influence may be needed.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p> |

| Procedural Context |
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| <p>Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements.</p> <p>Usually works within laid down procedures but needs to deal with day-today problems without always referring to others.</p> <p>Decisions will be made based on Council and legislative policies and procedures</p> <p>Responsible for meeting performance standards within a policy framework and regulatory guidelines.</p> <p>Ability to work flexibly when in and out of the office.</p> |
| Key Facts and Figures |
| <p>Reports to; Accommodation Procurement Manager</p> <p>Responsible for; N/A</p> |

| Resourcing |
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| <p>Budget Responsibilities</p> <p>No direct budgetary responsibility, but accountable for assessing the value for money of all properties acquired in the context of the relevant service budget(s)</p> |
| <p>Knowledge, Skills and Experience</p> |

Commitment to high standards of customer care and the ability to deal sensitively with a wide range of customers

Ability to communicate effectively to a broad range of stakeholders

Ability to produce complex correspondence and reports

High level of IT skills working with a data base and software applications to produce letters and reports effectively, and to use workflow systems to reduce hand-offs and minimise transaction costs

Knowledge of private sector housing law, health and safety rating system and other health and safety regulations (gas, electrics and energy efficiency) and legislation relating to the letting of private sector tenancies.

Experience of working effectively with private sector landlords and/or within a homelessness context

Good knowledge and understanding of the government's welfare reform and its implications on the private rented sector & individuals

Excellent current knowledge of private rented sector housing market and contracts, particularly the issues affecting private rented sector customers and landlords

Ability to inspect properties, assess their suitability against a set of standards based on the Housing Health and Safety Rating System, and clearly identify defects and works necessary to achieve the required standard

Ability to work across service boundaries and to deliver a consistent and cost-effective approach to procurement for the full range of accommodation duties accepted by the Council

Working knowledge of procurement principles, homelessness legislation, and the Council's duties towards children in need and households with no recourse to public funds

Ability to engage effectively with private sector landlords and agents and to promote the benefits of working in partnership with the service to meet housing need

Ability to work constructively with other services and agencies and to negotiate successful outcomes for customers

Indicative Qualifications

5 GCSE's or equivalent qualifications including Maths and English

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.