

Role Title	Temporary Accommodation Contracts & Standards Officer
Job Family	Families and Homes
Competency Level	All Colleagues
Pay Range / Scale	P01
Purpose To deliver an effective occupancy, property management and contracts management service across all types of temporary accommodation To ensure that providers are carrying out occupancy checks, through own investigations detect and deal effectively with perpetrators of tenancy fraud, working in partnership with the Council's temporary accommodation providers and the Corporate Anti-Fraud Team (CAFT) to prevent and take action in relation to the subletting and abandonment of the Council's temporary accommodation stock and where appropriate fraudulent housing applications.	
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.	The service is delivered to the quality, organisational and professional standards required Customer / stakeholder expectations are managed in relation to what can be delivered. The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.
Maintain all required records and information. Analyse and interpret complex information, for input into reports.	Procedures are adhered to and all information is correctly recorded and processed. Accurate, complete and relevant information / records / reports are provided for internal and/or external use.
Develop specialist documents / materials / activities to support / promote the service area.	All materials / activities are delivered to the required standards and timescales. Communications are clear, well planned and effectively targeted.
Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area.	Expert advice, information and support are provided on the full range of issues within the field of expertise. Queries / complaints are effectively managed. Appropriate action is taken to resolve the issue. Customers are satisfied.
Maintain information systems which support the specialist area. Contribute to the development of these systems.	Changes to systems, are identified and recommended. Systems meet operational requirements.

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
To liaise with customers and managing agents to resolve property condition and management issues as they arise, achieving an informal resolution wherever possible	Improved customer experience Compliance with procurement rules
Proactively investigate suspected cases of tenancy fraud in all temporary accommodation stock irrespective of tenure using all available tools and resources ensuring high quality referrals are made in all cases. When necessary to carry out inspections and visits for privately owned properties and assess them to ensure that they	Investigations are carried out, action taken against perpetrators Works to properties are carried out in a timely manner .

accord with agreed property standards, specifying works to be carried out where necessary	
Where appropriate to recommend the withholding of payments or other sanctions to address serious cases of dangerous conditions and/or unacceptable management standards	Full compliance with contract conditions Appropriate use of financial controls
To provide updates and information to the complaints team and all other colleagues dealing with concerns about the condition of properties	Relevant teams are kept up-to-date on progress.
To carry out residency checks and visits in all types of temporary accommodation including stage one hostels, and to take appropriate action in relation to abandonments, unauthorised use, and any issues raised by residents	Accurate information on database Action taken to recover properties which have been vacated Issues of concern to residents picked up and resolved
To support and advise TA residents in relation to property condition and management issues: advising them where appropriate on changes they can make to mitigate repairs issues (e.g. ventilation to reduce condensation); mediating between agents and residents to resolve disputes; recommending other housing options such as Self Help where appropriate.	Able to advise Temporary accommodation residents where appropriate on their responsibilities and on changes they can make to mitigate repairs issues (e.g. ventilation to reduce condensation). Issues are monitored and raised any concerns are forwarded in meetings with senior staff.
Working closely with the Senior Hostels Officer and Buildings Maintenance Officers, to deal with reported breaches and abandonments in stage one hostels, using warning letters and notices where necessary and taking all required steps to repossess units on these grounds	Void costs minimised Properties available for other families in housing need
To take action to repossess hostel units where negative	Void costs minimised Properties available for other families in housing need

decisions have been issued, serving notice, arranging collection of belongings, etc.	
To work closely with officers in other boroughs as necessary to resolve disrepair and management issues; to liaise effectively with Housing Standards and other services in Waltham Forest; to represent the service externally as required in dealing with temporary accommodation standards; to provide data for Setting the Standard and other pan-London initiatives to address TA issues	<p>Council's reputation protected</p> <p>Suppliers held accountable for breaches in standards</p> <p>Effective joint working</p>
<p>Prepare cases for court and working with legal and the Corporate Anti-Fraud Team (CAFT) to support legal action, this will include making court applications, writing witnesses statements and providing evidence at court.</p> <p>Attend meetings with managing agents and provide information in relation to tenancy fraud.</p>	<p>Accurate information produced to support possession action</p>
To update outcome of visits, possession stages, full details of customer contacts, visits, and other relevant developments on the Northgate database as close to in real time as possible	<p>Information available</p>

Nature of Contacts
<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
<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-to-day 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>
Key Facts and Figures
<p>Reports to; Temporary Accommodation Contracts Manager</p> <p>Responsible for; n/a</p>

Resourcing
Budget Responsibilities: n/a
Knowledge, Skills and Experience
<p>Experience of working with homeless households</p> <p>Understanding of relevant legislations relating to property standards</p> <p>Commitment to high standards of customer care and the ability to deal sensitively with a wide range of customers</p> <p>Ability to communicate effectively to a broad range of stakeholders</p> <p>Ability to write complex correspondence and reports</p> <p>High level of IT skills working with a data base and software applications to produce letters and reports effectively</p> <p>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</p> <p>Ability to work constructively with other services and agencies and to negotiate successful</p>

outcomes for customers

Understanding of contract terms and enforcement procedures.

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.