



## **Job description**

**Job Title:** Housing Options Temporary Accommodation Officer

**Grade:** 6

**Directorate:** Housing and Communities

**Reports to:** Strategic Lead for Supporting Communities

### **Purpose of the job**

To assist the housing options team in ensuring quick and appropriate move on for people in temporary accommodation. This role will ensure quick turnaround of properties, that behaviour in properties is managed appropriately and the households are linked in with correct support agencies.

This role will be responsible for all households provided temporary accommodation by Melton Borough Council (MBC) within the Council's own stock and other premises.

The role will be responsible for managing rent accounts, ensuring payment of nightly paid accommodation is quick and reporting on actions which may lead to subsequent enforcement action. The role will be working closely with Housing Options Officers to ensure customers adhere to their personal housing plans.

### **Main areas of responsibility**

- Maximising income opportunities for the council related to temporary accommodation. This will include managing rent accounts and any other opportunities that may arise.
- To be responsible for the enforcement and rent collection for each household in MBC temporary accommodation
- Link in with multi agency forums reporting including but not limited to JAG, adults at risk and tenancy meetings.
- To refer any households to appropriate agencies where required
- To work closely with Housing Options officers to ensure customers are adhering to their personal housing plans and achieve a positive

outcome

- To assist the household to engage with necessary support agencies to try and achieve a successful outcome and positive long term move on accommodation.
- To be aware of any safeguarding issues and refer appropriately.
- To be an advocate for vulnerable households placed in temporary accommodation ensuring needs are met by either MBC or other agencies
- To provide monthly feedback on the use of temporary accommodation where required
- Assist the Strategic Lead for Supporting Communities in maximising opportunities for move on in the private rented sector.
- Responsible for updating appropriate IT systems with development of cases
- To assist with the move on of any households under any asylum or refugee schemes.

## **Values**

To promote and ensure our values are embedded in all aspects of service delivery and partnership working:

- **We Care:** Valuing others and developing ourselves; committed and passionate about what we do.
- **We Innovate:** Ambitious, creative and resourceful; responding positively to challenges.
- **We Achieve:** Taking responsibility and seeking excellence; always proud to serve.

## **Health and Safety**

To take reasonable care for the health, safety and well-being of yourself and others who may be affected by acts or omissions at work.

## **Equality**

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.

## **Criminal background check**

Safeguarding children and adults is of utmost importance at Melton. This role has been identified as requiring a Disclosure and Barring Service (DBS)

check. It is an obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status while employed.

The responsibilities and duties listed above will vary from time to time without changing the character of the post or the level of responsibility entailed. You will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant projects, programmes, policies and procedures.

Date reviewed : September 2025	Reviewing Manager: Rachel Chubb
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### **Person specification**

Experience of working in a support environment with vulnerable citizens.

Good understanding of benefits especially Universal Credit and Housing Benefit

Understanding of needs such as domestic abuse, substance misuse and mental health and how to respond to customers based on their specific needs

An understanding of homeless legislation specifically the council's duties to provide temporary accommodation

To maintain an up-to-date knowledge of relevant, policies and procedures related to the provision of temporary accommodation and ensuring housing options officers and mentors (if applicable) are updated accordingly.

Knowledge around safeguarding and identification of risk

Strong listening skills and the ability to problem solve

Professional skills and expertise in working with partner agencies to support vulnerable households

Evidence of having worked in an administrative role having the ability to navigate IT systems.

Excellent working knowledge of Microsoft Office suite applications.

Confident working as part of a team and independently

Flexible attitude and able to work under pressure. Ability to take initiative and work autonomously within the boundaries of the role.

Self driven and results orientated with a positive outlook and clear focus on service improvements and customer excellence.

Understanding of and commitment to Health and Safety legislation and guidance

### **Qualifications -**

GCSE A-C level in Maths & English or equivalent and/or above.

A clean driving licence is required