



Ipswich Borough Council
Job Description: **K71**

Senior Accommodation Officer

Main Purpose of Job

To manage a team of accommodation officers. To be responsible for the assessment of customer's housing needs, maintenance of the Housing Register and allocation of appropriate temporary / emergency and permanent accommodation.

Main Duties

1. To plan allocate and supervise the work, and monitor the performance of a team of officers responsible for housing and special needs assessment, allocation of temporary / emergency and permanent accommodation. To manage the staff of both teams in the absence of the other Senior Accommodation Officer.
2. To ensure the comprehensive assessment of customers housing and associated support needs.
3. Ensure the efficient running of the Choice Based Lettings (CBL) scheme and the efficient and effective use of all temporary accommodation.
4. Contribute to the review of policy and procedures relating to accommodation matters and the development of new initiatives to meet associated targets. Monitor all schemes and initiatives, ensuring charges are recovered and that performance targets are met and regular statistical information is provided.
5. Ensure that appropriate reports are run from the CBL system to monitor its use by all of the 9 'protected characteristic groups'.
6. To prepare and present reports to managers, Councillors and Committee as required.
7. Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.



Ipswich Borough Council
Person Specification

**SENIOR ACCOMMODATION OFFICER
HOUSING ADVICE**

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	Educated to 'A' level standard or possess a relevant HND certificate or the equivalent experience	Supervisory qualification	- Application - Certificates
Work Related Experience / Job Related Skills	- Demonstrates effective performance management skills, managing absence, following all HR procedures - Knowledge and understanding of Health and Safety Issues - Knowledge of Microsoft Windows applications in particular office and outlook	Experience in managing staff working on a rota basis	- Application - Interview
Specialist Knowledge	- Working knowledge of a Choice Based Lettings scheme - Working knowledge of relevant agencies/charities/public bodies in relationship to housing accommodation - Experience of partnership working	- Experience of forming effective partnerships with professional bodies - Knowledge of the Homelessness Legislation - A working knowledge of Housing and Welfare Benefits, mental health, and other social issues	- Application - Interview
Personal Skills	- Ability to communicate at all levels, including external organisations - Demonstrate ability to deal with people in a respectful and positive manner at all times whilst maintaining professional boundaries - Ability to deal with difficult and stressful situations whilst maintaining standard of work - Ability to use own initiative to make appropriate decisions	Demonstrate ability to produce and develop ideas for problem resolution	- Application - Interview
Other Requirements	To work outside normal office hours as needed. A basic disclosure from Disclosure Scotland is required for this post.		- Application - Interview

