



Ipswich Borough Council  
Job description: **C25b**

### **Hostel Support Officer**

#### **Main purpose of job**

To assist the Temporary Accommodation Manager & Senior Temporary Accommodation Officer in the day-to-day operations of the Councils temporary accommodation.

#### **Main duties**

1. Maintain and update records and statistics, both manual and electronic, relating to the buildings, residents and staff.
2. To support the data collection and preparation activities to provide accurate financial and performance records/reports.
3. To co-ordinate the training of Temporary Accommodation Officers and team. Maintaining records and providing data as required.
4. To support Senior staff in providing emergency cover as necessary.
5. To answer and deal with, as appropriate, telephone calls and enquiries made to the office from residents and third parties.
6. Carry out Temporary Accommodation officer functions during busy periods as directed by Senior staff.
7. Liaise with other agencies including; health visitors, contractors, workmen, Police and Social Services within the context of the role.
8. Collect, count and bank monies from resident's laundry use. Complete paperwork associated with this and maintaining records both manual and electronic.
9. Administer, maintain and replenish petty cash float as required.
10. Ensure all building repairs and caretaking tasks are reported and monitored through to completion including all associated administrative duties relating to this.
11. Carry out all administrative functions as required and defined by the Temporary Accommodation Manager & Senior Temporary Accommodation Officer.

12. Order and maintain stocks of stationery, consumables and furniture as required.
13. Check and process invoices as required including those from contracted external accommodation providers.
14. 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

**HOSTEL SUPPORT OFFICER – C25a**  
**HOUSING ADVICE**

| ATTRIBUTES                                          | ESSENTIAL                                                                                                                                                                                                                                                                                                                               | DESIRABLE                                                                                                                                                                                                           | METHOD OF ASSESSMENT                                                                |
|-----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| <b>Qualifications</b>                               | <ul style="list-style-type: none"> <li>3 GCSEs (including 1 in mathematics at level C or above) or NVQ level 2 in a related field or a minimum of one year's qualitative experience</li> </ul>                                                                                                                                          | <ul style="list-style-type: none"> <li>First aid certificate</li> </ul>                                                                                                                                             | <ul style="list-style-type: none"> <li>Application</li> <li>Certificates</li> </ul> |
| <b>Work Related Experience / Job Related Skills</b> | <ul style="list-style-type: none"> <li>Experience of working in a customer facing role</li> <li>Ability to maintain and analyse records and preparing statistical information</li> <li>Experience of cash handling and/or banking</li> <li>Experience of keeping detailed &amp; accurate records (computerised &amp; manual)</li> </ul> | <ul style="list-style-type: none"> <li>Experience of working in a local authority</li> <li>Experience of working with vulnerable adults and or those at risk</li> <li>Experience of multi-agency working</li> </ul> | <ul style="list-style-type: none"> <li>Application</li> <li>Interview</li> </ul>    |
| <b>Specialist Knowledge</b>                         | <ul style="list-style-type: none"> <li>Working knowledge of Microsoft; word, excel, outlook (or similar applications)</li> <li>Awareness of the need for confidentiality</li> </ul>                                                                                                                                                     | <ul style="list-style-type: none"> <li>Experience of working with Electronic Document Management systems</li> <li>Knowledge/experience of working with Agresso financial system</li> </ul>                          | <ul style="list-style-type: none"> <li>Application</li> <li>interview</li> </ul>    |

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| <b>Personal skills</b>    | <ul style="list-style-type: none"> <li>▪ demonstrate good communication skills (verbal and written) across all levels of management, staff, customers and external agencies</li> <li>▪ Demonstrate willingness to work with others to help achieve service requirements</li> <li>▪ Ability to work on own initiative, sometimes with minimal supervision</li> <li>▪ Demonstrate a flexible work attitude to meet requirements of the service</li> <li>▪ Ability to carry out work under pressure and maintain standard of work</li> <li>▪ Demonstrate ability to manage own workload in order to meet targets/deadlines</li> </ul> | <ul style="list-style-type: none"> <li>▪ Experience of working in a performance managed environment</li> </ul> | <ul style="list-style-type: none"> <li>▪ Application</li> <li>▪ Interview</li> </ul> |
| <b>Other Requirements</b> | <ul style="list-style-type: none"> <li>▪ Able to attend other sites</li> <li>▪ DBS cleared</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Full driving licence                                                                                           |                                                                                      |