



Role Profile

| TEMPORARY ACCOMMODATION MANAGEMENT OFFICER | | | | | | | | | |
|--|-------------------|--|--|---|---|---|--|--|---|
| Reference No. | A4318 | Type | Individual | | | | | | |
| Service | Housing Services | | | | | | | | |
| Job Family | Para Professional | Grade | FC5 | | | | | | |
| <p>Purpose</p> <p>To provide services to set-up and maintain homeless temporary accommodation, mainly in void accommodation and occasionally in allocated accommodation.</p> <p>To arrange and monitor specific jobs with Building Services and external contractors to enable homeless people to be provided with a good standard of temporary accommodation.</p> <p>Carry out book in's and out's with homeless customers within the Fife Council temporary accommodation properties throughout Fife.</p> <p>To monitor the wellbeing of all occupants in temporary accommodation through regular customer contact and raise any concerns to the appropriate agencies where required.</p> <p>To provide a void turnaround service for homeless temporary accommodation across Fife to a range of Council and partners properties as required.</p> | | | | | | | | | |
| <p>Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:</p> | | <p>Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility</p> | | | | | | | |
| <p>Carrying out all void works within the homeless temporary accommodation. Arranging a variety of tasks with internal and external partners to return the properties back to a lettable standard. Completing tasks swiftly to enable a quick void turnaround around and availability of temporary accommodation.</p> | | <p>Educated to SCQF level 5, which includes National 5 or SVQ level 2 or Standard Grades at Credit level or equivalent</p> | <table border="1"> <thead> <tr> <th>E</th> <th>D</th> </tr> </thead> <tbody> <tr> <td>✓</td> <td></td> </tr> <tr> <td></td> <td>✓</td> </tr> </tbody> </table> | E | D | ✓ | | | ✓ |
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E = Essential Criteria D = Desirable Criteria

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|--|--|------------|----------|
| | SVQ 3 in Housing or related qualification or a willingness to achieve Ability to provide a regular and effective service | ✓ | |
| Liaising with housing staff at the start and end of the void process to enable best use of temporary accommodation. | Team working skills (Working Together – See How We Work Matters Framework) | ✓ | |
| Arranging and monitoring specific jobs with Building Services and external contractors to enable homeless people to be provided with a good standard of temporary accommodation. | Experience in providing a high quality of service to a cross-section of Council and Partners Staff (Deliver results) Communication skills both verbal and written | ✓ ✓ | |
| Arranging full property set-ups for new temporary accommodation through external contractors including cleaning and furnishings. | Ability to travel throughout Fife to carry out property inspections Organisational skills | ✓ ✓ | |
| Ordering jobs through the ERP system, including problem solving. | Experience of ordering through ERP | | ✓ |
| Processing invoices for a variety of services and goods, utilities, repairs to Private lease properties and the list is non-exhaustive. | Experience in working with a cross section of internal and external partners | | ✓ |
| Recording monitoring information in a variety of IT programs; Microsoft word, excel and databases. | IT skills (Embrace technology and information) | ✓ | |
| Liaising with Fife Council’s accounts payable department re payment of invoices. | Knowledge of Fife Council’s financial systems | | ✓ |
| Inspecting and monitoring contractors work within the temporary accommodation throughout Fife. | | | |
| Communicating with housing staff teams to inform them of the completed void and the book out and in details | Experience in providing a high quality of service to a cross-section of Council and Partners Staff | ✓ | |

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| Liaising with the Temporary Allocations Team and Housing Management Officers to arrange book out's and in's with homeless customers for a suitable date and time. | Knowledge and understanding of housing and homeless legislation and the discrimination which affects homeless people | ✓ | |
| Carrying out the book out and book in process with homeless customers at the temporary accommodation across Fife. | | | |
| Give appropriate guidance and assistance to homeless customers during their stay in temporary accommodation including but not limited to, signposting and/or referring to relevant support services, raising any cause for concerns and updating Risk Assessments. | | | |
| Processing all paperwork and update systems as required for book in/out and void tasks. | | | |
| Working within professional boundaries and confidentiality when working with contractors and homeless customers. | An understanding of equality and diversity (Focus on customers) | ✓ | |
| Monitoring area budgets to make sure there is no overspend annually. | | | |
| Maintaining records and providing reports and statistics as required. | | | |
| Contributing to the development of the team, and manage the daily workload with minimal supervision. | Ability to work within a lone working environment and use own initiative (Take ownership) | ✓ | |
| Attending weekly void team meetings. | | | |
| Working within Health and Safety procedures and guidelines, and policies when carrying out duties. | | | |
| | | | |
| Undertaking all other duties as required for the role. Duties will be in line with the grade. | | | |

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

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| Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required | | | |
|---|--|---|--|
| Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one). | PVG Children <input type="checkbox"/> | PVG Protected Adults <input type="checkbox"/> | PVG Both <input type="checkbox"/> |
| | Basic Disclosure <input checked="" type="checkbox"/> | Standard Disclosure <input type="checkbox"/> | Enhanced Disclosure <input type="checkbox"/> |

| Additional Information – the following information is available: |
|--|
| <ul style="list-style-type: none"> • Skills Framework (if applicable) • How we work matters |

| Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees: |
|--|
| <ul style="list-style-type: none"> • Take Ownership • Focus on Customers • Work Together • Embrace Technology & Information • Deliver Results |

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