Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

Job title:	Housing Solutions - Accommodation Officer	**Location:**	Witney
Job group:	Case/Field Worker - Level 2	**Peer group no:**	PGI-15
Reports to:	Temporary Accommodation Lead	**Working hours:**	37 hours per week
Business World Post number:	880001106	**Line management responsibility:** **Direct Reports:**	No No
FTE Salary pro rata:	£33,341 - £34,799 per annum (26/27 NJC pay award pending)	**Contract type:** Further detail	Permanent

Main purpose of this specific role:	The Housing Solutions Accommodation Officer plays a vital and rewarding role in supporting people during a key moment of change in their lives. This is a varied, fast-paced role where no two days are the same – and where your work makes a real difference. Based in one of our Temporary Accommodation properties, you'll be the link between the customer, accommodation providers, the wider Housing Solutions team and partner agencies, ensuring properties are well managed, issues are acted on quickly and customers feel supported, informed and ready for their next step.
Main requirements of this role:	Key responsibilities: • To manage a caseload of people with complex issues who have been placed in Emergency / Temporary accommodation (including B&B's, Hotels and Hostels) and currently experiencing a housing crisis • To assist homeless households in maximising all of the housing options available to them to ensure that they are able to move on from Temporary Accommodation as soon as possible • To assist the Temporary Accommodation Lead in ensuring a full risk assessment is carried out with each client before being offered a placement in any type of accommodation • To address any tenancy issues arising during a stay in Emergency / Temporary accommodation at first notification to ensure that the accommodation remains available to the client

	• Carry out regular visits to accommodation provided (including Hostels and various B&B's in the district, county or neighbouring areas) to clients to ensure that it is being used as intended and maintained satisfactorily • To ensure that all clients placed into Emergency/Temporary accommodation have appropriate benefits/ income including active housing benefits claims, and are adhering to the payment of personal contribution charges • Maintain accurate records both written and electronic and other monitoring information as required • Liaise with relevant agencies to ensure applicants are able to access appropriate support as identified in their Housing Needs Assessment to ensure accommodation – both temporary and long term - is maintained into the future. • To create bespoke 'Tenancy Ready' plans for each client and ensure that they have access to the appropriate support and resources to achieve this • Participate in a rolling out of hours advice telephone service rota (additional remuneration provided) • Maintain a thorough knowledge of Housing and related legislation, including the Housing Acts, case law, the Homelessness Reduction code of guidance and good practice in the implementation thereof.
Essential qualifications/skills/ experience specific to this role:	**Qualifications** • GCSEs (5 A-Cs or equivalent, including Maths and English) • Relevent recognised qualification (desirable) **Experience** • Experience of working in a Housing, Supported Housing or Homelessness focused service • Experience of working in Housing, Homelessness or Temporary / /Hostel/Supported Accommodation environment • Experience of working with people with complex needs • Experience of multi-agency working • Experience recording and dealing with data accurately and effectively

	Skills • Ability to remain calm and confident when dealing with challenging customers and environments • Ability to multitask, change focus and carry out dynamic risk assessments • Good level of IT skills - MS Office • Communicates effectively at all levels (excellent verbal and written skills) • Is customer focussed, responsive, and co-operative with customers • High level of self-motivation, tact, judgement, discretion and initiative • Prioritises and meets tight deadlines • Is flexible • Works together with employees, colleagues and customers to resolve problems and implement change initiatives • Ability to maintain confidentiality in accordance with Data Protection • Full Driving Licence is essential
	Generic Job Profile:
Main Purpose:	The purpose of this role is to: ● Take ownership of customer cases, including consultation with relevant subject matter experts ● Dealing with complex and / or specific service requests which may require coordinating / combining responses and expertise from a number of subject matter experts ● Undertake site visits if/when required ● Take ownership of complex or protracted cases and progress to resolution

Key Responsibilities:	1. Deal with complex service requests, which may require detailed knowledge of a specific functional area across the organisation and/or externally 2. Manage and resolve a range of case work or investigations to conclusion using detailed knowledge of the subject area and work within relevant legislation, prescribed policy, procedures and guidelines 3. Consult with technical colleagues as required 4. Maintain an understanding of appropriate legislation, policy, procedure, business requirements and guidelines 5. Ensure all relevant customer and company information is captured and recorded accurately 6. Planning and prioritising workloads in order to meet agreed short term objectives

	7. Carry out duties with discretion, integrity and maintain confidentiality 8. Understand and demonstrate commitment in delivering the key performance indicators within the function 9. Undertake any other duties as reasonably required to do so
General Accountabilities:	• Safeguarding – The Council/Publica is committed to meeting its statutory and moral duties to safeguard and promote the welfare of children, young people under 18 years of age and adults at risk who are the recipients of its services and/or activities • The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment • Work in compliance with the Codes of Conduct, Regulations and policies of Publica • To support the response to a major incident, including taking up a designated role within the emergency management framework

Essential Requirements, Qualifications, Skills and Abilities:	• A minimum qualification equivalent to NVQ level 3 or A level, and/or three years relevant experience • GCSE Maths and English or equivalent to grade C/4 or higher • Ability to build customer relationships • Knowledge and experience in assessing complex situations and carrying out inspections if and when required • Ability to remain calm and confident when dealing with challenging customers and environments • Ability to resolve complex issues by negotiation • Mentor and train colleagues • Maintain accurate and up to date records • Deliver commitments and take ownership of own caseload, reshaping of plans to deliver required outcomes • Demonstrate commitment and resilience to succeed • Excellent written and verbal communication skills • Ability to manage time effectively • Competent in using a range of technology and software packages, including Microsoft and Google
Desirable Requirements Qualifications, Skills and Abilities:	• Relevant recognised qualification • Experience working with internal/external customers, partners/clients and elected members • Knowledge, understanding or experience of project management
Special Conditions:	• DBS/BPSS • There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business • You will be expected to work reasonable additional hours in line with the needs of the service • Ability to travel and full driving licence is essential
Date reviewed:	11/11/2026
Reviewed by:	Caroline Clissold
Manager job title:	Business Manger Housing
Date of issue:	11/11/2026