

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 Coordinator	Location:	Witney – Various Temporary Accommodation locations
Department:	Housing Solutions	Service:	Resident Services
Reports to:	Housing Solutions – Accommodation Supervisor	Working Hours:	Negotiable/ 25 hrs per week
Job group:	Case/Field Worker - Level 1	Peer group no:	PG-
Business World Post number:	New Position	Direct Reports (if applicable):	None
FTE Salary:	£25,600 - £29,523 Per Annum, Pro rata	Contract type:	Permanent

Main purpose of this specific role:	<p>The Housing Solutions Accommodation Coordinator plays a vital and rewarding role in supporting people during a key moment of change in their lives. This role is all about keeping our homelessness temporary accommodation running smoothly while providing practical, person-centred support to help customers move forward into safe, stable, long-term housing.</p> <p>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.</p>
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	<p>From room checks and accommodation visits to hands-on customer support, signposting and multi-agency working, this is a varied, fast-paced role where no two days are the same – and where your work makes a real difference.</p>
Main requirements of this role:	<ul style="list-style-type: none">• Working with a diverse customer group in a temporary accommodation setting, navigating complex challenges resulting from homelessness• Hold a caseload of customer applications, supporting them with future housing options including the Private Rented Sector• Assisting with licence sign-ups and ensuring customers have everything in place to move into permanent housing (household items, benefits, and utilities)• Ensuring that customer records on the choice-based lettings IT systems are always kept up to date• Escalate complex queries to the Accommodation Officer and Accommodation Supervisor• Undertake room checks to ensure customer welfare, that the rooms are in good condition and are being used as per the licence agreements• Maintain awareness of changing situations, personal safety and risk, and escalate any issues or concerns to the Accommodation Supervisor• Monitor accommodation related stock levels / inventory and report any shortages to Housing Finance Officers• Report temporary accommodation maintenance issues via the Property Maintenance Team's reporting system• Carry out visits to other properties across the district and other locations when and where required e.g. other hostels, hotels, B&Bs• Signposting and multi-agency working with partner services when required - Drug and Alcohol, Mental Health, Citizens Advice, Domestic Abuse Services• Carry out administrative tasks as directed by the Accommodation Supervisor - complete Housing Register applications, funding applications, Universal Credit checks
Essential qualifications/skills /experience specific to this role:	<ul style="list-style-type: none">• Ability to build professional customer relationships• Ability to remain calm and confident when dealing with challenging customers and environments

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	<ul style="list-style-type: none">• Ability to multitask, change focus and carry out dynamic risk assessments• Ability to resolve routine issues by negotiation• Maintain accurate and up to date records• 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• A minimum of 5 qualifications equivalent to NVQ level 2 or GCSE at Grade C/4 or above, must include Maths and English
Desirable Requirements Qualifications, Skills and Abilities:	<ul style="list-style-type: none">• Relevant recognised qualification• Experience of working in Housing, Homelessness or Temporary /Hostel/ Supported Accommodation environment• Knowledge and experience of working in a public sector organisation
	Generic Job Profile:
Main Purpose of a role within this job group:	<p>The purpose of this role is to:</p> <ul style="list-style-type: none">• Take ownership of customer cases, including consultation with relevant subject matter experts

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	<ul style="list-style-type: none">• To escalate to the relevant expert as and when necessary• Undertake site visits if/when required
Key Responsibilities of a role within this job group:	<ul style="list-style-type: none">• Deal with routine service requests, which may relate to a specific functional area across the organisation and/or externally• Work within relevant legislation, prescribed policy, procedures and guidelines• Escalate to technical colleagues when necessary• Ensure all relevant customer and company information is captured and recorded accurately• Manage workload to meet the demands and targets within the function• Carry out duties with discretion, integrity and maintain confidentiality• Undertake any other duties as reasonably required to do so
General Accountabilities:	<ul style="list-style-type: none">• 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

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	<ul style="list-style-type: none">• To support the response to a major incident, including taking up a designated role within the emergency management framework	
Special Conditions:	<ul style="list-style-type: none">• 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• Full UK Driving License• Ability to travel/access to a vehicle for work purposes• You will be required to undertake a standard/enhanced DBS check as part of this role• Your role will require a Baseline Personnel Security Standard Check (BPSS)	
Date reviewed:	03/06/2026	
Reviewed by:	Caroline Clissold	
Manager job title:	Head of Housing Solutions	
Date of issue:	23/06/2026	
Checked HRBP:	Sioban Padfield	Date 18 th June 2026