

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.

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| Job title: | Temporary Accommodation Support Supervisor | Location: | Witney |
| Department: | Resident Services | Service: | Housing |
| Reports to: | Temporary Accommodation Lead | Working Hours: | 37 |
| Job group: | Specialist - Level 2 | Peer group no: | PGI20 |
| Business World Post number: | New Post | Direct Reports (if applicable): | 2 x Temporary Accommodation Officers |
| FTE Salary pro rata: | £37,438 – 39,578 | Contract type: | 18 month FTC – Maternity Leave Cover |

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| Main purpose of this specific role: | <ul style="list-style-type: none"> To ensure the efficient day to day running of Council owned homeless accommodation in West Oxfordshire is carried out in line with our commitment to deliver high quality temporary accommodation to adults who would otherwise be rough sleeping, or in B&B type accommodation, on an outcome focused basis. To ensure that a flexible, multi-agency collaborative approach is adopted with the aim of ensuring clients with complex needs have the support to acquire the necessary skills to move on successfully into longer term accommodation. |
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| | <ul style="list-style-type: none"> • To manage all aspects of the Hostel's Budgets ensuring that the Hostels are occupied to capacity, minimising voids and maximising income. • To ensure the safe management of the properties, carrying out regular risk assessment alongside our Property Services Team and reporting any risks or repairs promptly. • To provide day to day supervision and direction to the hostel based Temporary Accommodation Support Officers. • Participate when required in an On Call Duty /Telephone rota shared with the other members of the Temporary Accommodation /Hostel Team (additional remuneration provided) |
| Main requirements of this specific role: | <p>Property Management</p> <ul style="list-style-type: none"> • Assist the Temporary Accommodation Lead to set up and prepare new Hostel accommodation for occupation as and when they come online. • Ensure security, risk and compliance is effective and repairs, maintenance or risks are reported to the relevant internal team or contractor in a timely manner. • Carry out regular inspections of the property, ensuring that the residents are complying with the conditions of their licence agreement. <p>Budget and Client Management/Support</p> <ul style="list-style-type: none"> • Ensure that the principles laid out in the Hostel Service Standards document are met in full. • Manage the related budgets, ensuring that all clients are in receipt of related benefits and are maintaining their service charge requirements. • Awareness and understanding of Housing Benefit to ensure all claims are submitted accurately and promptly. • Ensure that full risk assessments are carried out for each person before they are offered a placement within the project. |

- Ensure that a bespoke support plan is created for all residents to enable them to manage their stay in the hostel, whilst working towards moving on into independent accommodation.
- Manage any anti-social behaviour, either within the building or the local area, and maintain positive relationships with neighbouring residents and business.
- Ensure that residents receive resettlement Support for a minimum of four (4) weeks after the client has moved on into longer term accommodation.
- Assist residents to access support agencies, benefits and maximise opportunities for returning to work, education or volunteering.

Line Management and rota management

- Assist the Temporary Accommodation Lead to recruit, train and monitor Temporary Accommodation support staff, with direct line management responsibility for two of the Temporary Accommodation Support Officers.
- Manage the rotas of the additional Temporary Accommodation support staff in conjunction with the Temporary Accommodation Lead.

Representation at Meetings

- Represent either the residents or West Oxfordshire DC at relevant multi-agency meetings or referrals into alternative Adult Homelessness pathways.

General

- Provide regular project updates on the progress of residents to the Temporary Accommodation Lead.
- Assist the wider Housing Team in applying the various elements of homelessness legislation and statutory requirements.
- Deputise for the Temporary Accommodation Lead during periods of leave or absence.

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| | <ul style="list-style-type: none"> • Maintain accurate records both written and electronic and other monitoring information as required. • 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. • Participate in an On Call Duty rota shared with the other members of the Temporary Accommodation /Hostel Team. |
| Essential qualifications/skills/ experience specific to this role: | <ul style="list-style-type: none"> • A qualification in your area of expertise, equivalent to a degree or relevant experience of five years Housing, Housing Management, Supported Accommodation or Hostel based support environment • GCSE Maths and English or equivalent to grade C/4 or higher • Experience of working flexibly as part of a team and collaborating with colleagues and stakeholders • Experience of being involved in continuously improving services and developing products to meet customer need • Ability to remain calm and confident when dealing with challenging customers and environments • Ability to resolve complex issues by negotiation • Deliver commitments and take ownership of own caseload, reshaping of plans to deliver required outcomes • Demonstrate commitment and resilience to succeed • Demonstrate understanding of good line management principles • Ability to work independently under pressure and within tight deadlines • Excellent written and verbal communication skills • Competent in using a range of technology and software packages, including Microsoft and Google |
| Desirable Requirements Qualifications, Skills and Abilities: | <ul style="list-style-type: none"> • Relevant recognised academic or professional qualification • Knowledge, understanding or experience of project management • Membership of a relevant professional body • Experience of line managing staff |

| | Generic Job Profile: |
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| Main Purpose of a role within this job group : | <p>The purpose of this role is to:</p> <ul style="list-style-type: none"> • Provide technical expertise, advice and direction to internal and external customers when solving problems or managing risks • Apply a high level of expert knowledge within a technical area of expertise and manage sensitive, open ended and complex case or project based work |
| Key Responsibilities of a role within this job group: | <ul style="list-style-type: none"> • Use detailed, technical knowledge within the subject matter to objectively analyse situations and make decisions that meet the needs of all stakeholders with limited guidance and direction • Working in a multi-disciplinary team on technical cases and projects to a highly efficient and effective standard • Be responsible for small projects or input into large projects • Maintain a detailed understanding of appropriate legislation, policy, procedure and guidelines and make informed assessments, advise stakeholders and take action • Ability to interpret and find solutions to ambiguous and partial information • Play an integral role in innovating products and continuously improving services • Act as a lead technical advisor within the relevant service area • Mentor and train colleagues • Carry out duties with discretion, integrity and maintain confidentiality • Deliver commitments and take ownership of own caseload, reshaping of plans to deliver required outcomes • Ensure that issues and problems are effectively mitigated and solutions developed which meet customer needs • Ensure all relevant customer and company information is captured and recorded accurately • Understand and demonstrate commitment in delivering the key performance indicators within the function • Undertake any other duties as reasonably required to do so |

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| General Accountabilities: | <ul style="list-style-type: none"> • The post holder is responsible for maintaining a safe working environment and ensuring, as is 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 |
| 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 an Enhanced DBS check as part of this role |
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| Date reviewed: | 05/01/2026 |
| Reviewed by: | Caroline Clissold |
| Manager job title: | Business Manager Housing |
| Date of issue: | 05/01/2026 |
| Checked HRBP: | Jenny Wells 05/01/2026 |