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 – Temporary Accommodation Project Officer	**Location:**	Witney (travel to other TA
Job group:	Case/Field Worker - Level 2	**Peer group no:**	PGI-15
Reports to:	Temporary Accommodation Lead	**Working hours:**	22.2 Per week
Business World Post number:	New Position Number	**Line management responsibility:**	n/a
FTE Salary pro rata:	£20,665, Pro rata, Pro Annum (FTE £34,341-£34,799 Inc NJC)	**Contract type:** Further detail	FTC – until 31/03/2028 Subject to external funding
Main purpose of this specific role:	The Temporary Accommodation Project Officer will be responsible for supporting the delivery and expansion of Temporary Accommodation provision by developing and maintaining robust systems for recording and monitoring expenditure, inventory and procurement for all new Temporary Accommodation buildings and properties over the next year. The post holder will be working within temporary accommodation settings, navigating complex challenges resulting from homelessness. You will work closely with the Temporary Accommodation team and internal partners to ensure accommodation is safe, compliant, financially sustainable and effectively managed. You will also provide support to the Temporary Accommodation Team to help deliver high-quality services for residents.		

Main requirements of this role:	Key responsibilities: • Coordinate with Assets, Estates and Health & Safety teams to ensure all temporary accommodation properties remain safe, compliant, and fit for purpose, meeting all statutory and regulatory requirements. • Work with Benefits, Finance and Legal Services to ensure the correct information is captured within formal license agreements for residents • Manage and monitor expenditure relating to temporary accommodation properties, ensuring all purchases are authorised, appropriately recorded, and remain within approved budgets. • Maintain oversight of property stock, furnishings, equipment, and consumables, ensuring adequate stock levels are available and replenished in a timely manner. • Develop and maintain robust systems for recording and monitoring expenditure, providing accurate information and updates to the Temporary Accommodation Lead. • Monitor property occupancy levels, voids, and utilisation rates, maintaining accurate records, minimise void periods, and maximise occupancy. • Administration and monitoring of resident service charge payments, ensuring charges are applied correctly, payments are monitored, and accurate records are maintained. • Support the Temporary Accommodation Team to ensure that all clients placed into Temporary accommodation have appropriate benefits/ income including active housing benefit claims and are adhering to the payment of personal contribution. • Attend project meetings with relevant council departments – provide feedback and update on progress in relation to new Temporary Accommodation sites. • Support the Temporary Accommodation Officers with case management activities, resident sign-ups, and administration processes as required to ensure an effective and customer-focused service. • Undertake site visits to temporary accommodation properties (including Hostels and various B&B's in the district as required) to monitor standards, resolve operational issues, and support service delivery. • Maintain awareness of changing situations, personal safety and risk, and escalate any issues or concerns to the Accommodation Supervisor. • Contribute to the continuous improvement of the temporary accommodation service by identifying opportunities to enhance processes, financial controls, compliance arrangements, and resident outcomes. • Maintain a working 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/skill s/ experience specific to this	**Qualifications** • GCSEs (5 A-Cs or equivalent, including Maths and English) • Relevant recognised qualification (desirable) **Experience** • Experience of working in a Housing, Supported Housing or Homelessness focused s • Experience of working in Housing, Homelessness or Temporary / /Hostel/Supported • Experience of working with people with complex needs • Experience of multi-agency working • Experience recording and dealing with data accurately and effectively • Demonstrable experience in designing and implementing new systems and administr • Experience of planning and coordinating project activities from initiation to completion **Skills** • Ability to remain calm and confident when dealing with challenging customers and en • 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 • 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.

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:	• BPSS & Enhanced DBS • 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:	November 2026
Reviewed by:	Jennifer Sterry
Manager job title:	Temporary Accommodation Lead
Date of issue:	