

## 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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<b>Job title:</b>	Housing Solutions & Accommodation Officer	<b>Location:</b>	Coleford
<b>Department:</b>	Housing Solutions	<b>Service:</b>	Resident Services
<b>Reports to:</b>	Housing Solutions & Accommodation Specialist	<b>Working Hours:</b>	37 Hours per week
<b>Job group:</b>	Case/Field Worker - Level 2	<b>Peer group no:</b>	PG
<b>Business World Post number:</b>	880000720	<b>Direct Reports (if applicable):</b>	None
<b>FTE Salary pro rata:</b>	£33,341- £34,799 Per Annum	<b>Contract type:</b>	Permanent

<b>Main purpose of this specific role:</b>	<p>This is not just a job about housing — it's about changing lives at critical moments.</p> <p>As a Housing Solutions &amp; Accommodation Officer, you'll support people facing homelessness or who are in temporary accommodation, helping them navigate complex challenges and find a way forward.</p> <p>You'll bring together prevention, homelessness duties and accommodation management into a joined-up, person-centred approach — focusing on solutions, not barriers.</p>
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<b>Main requirements of this specific role:</b>	<p><b>Helping people find a way forward</b></p> <ul style="list-style-type: none"><li>• Work alongside customers to understand their circumstances, strengths and options</li><li>• Carry out housing assessments and develop clear, practical Personal Housing Plans</li><li>• Empower people to take steps toward independence, building confidence and resilience</li><li>• Remain calm and confident when dealing with challenging customers and environments</li></ul> <p><b>Managing housing crises with purpose</b></p> <ul style="list-style-type: none"><li>• Take ownership of a caseload of customers with complex and often urgent needs</li><li>• Make legally sound and robust decisions to comply with all aspects of housing and homelessness legislation and communicate them with clarity and empathy</li><li>• Focus on prevention and early intervention wherever possible, not just response</li></ul> <p><b>Making accommodation work better</b></p> <ul style="list-style-type: none"><li>• Source and manage temporary and emergency accommodation, ensuring it is safe, suitable and effectively used</li><li>• Work intensively to reduce time spent in temporary accommodation, securing longer-term options quickly</li><li>• Visit placements, resolve issues early and maintain positive relationships with providers</li><li>• Support customers to sustain placements and prepare for move-on</li></ul> <p><b>Creating joined-up solutions</b></p>
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	<ul style="list-style-type: none"> <li>• Work collaboratively with partners, landlords and support services to deliver co-ordinated, sustainable outcomes</li> <li>• Contribute to a team culture where knowledge, ideas and support are shared</li> </ul> <p><b>Delivering quality and impact</b></p> <ul style="list-style-type: none"> <li>• Maintain accurate records using the council's Choice Based Letting system, always ensuring full GDPR compliance</li> <li>• Ensure compliance with Housing legislation and policy (housing allocations, temporary accommodation and all other housing related policy)</li> <li>• Keep up to date with housing law and good practice</li> <li>• Manage a varied workload, focusing on what will make the biggest difference</li> </ul>
<p><b>Essential qualifications/skills /experience specific to this role:</b></p>	<ul style="list-style-type: none"> <li>• Experience in housing, homelessness or working with vulnerable people</li> <li>• Ability to manage complex cases and competing priorities</li> <li>• Experience of partnership working and multi-agency collaboration</li> <li>• Strong communication, negotiation and problem-solving skills</li> <li>• Confident using IT systems and maintaining accurate records</li> <li>• A minimum qualification equivalent to NVQ level 3 or A level, and/or three years relevant experience</li> <li>• GCSE Maths and English or equivalent to grade C/4 or higher</li> <li>• Ability to remain calm and confident when dealing with challenging customers and environments</li> <li>• Mentor and train colleagues</li> <li>• Deliver commitments and take ownership of own caseload, reshaping of plans to deliver required outcomes</li> <li>• Demonstrate commitment and resilience to succeed</li> <li>• Excellent written and verbal communication skills</li> <li>• Ability to manage time effectively</li> <li>• Competent in using a range of technology and software packages, including Microsoft and Google</li> </ul>
<p><b>Desirable Requirements</b></p>	<ul style="list-style-type: none"> <li>• Relevant recognised qualification</li> <li>• Experience working with internal/external customers, partners/clients and elected members</li> </ul>

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<b>Qualifications, Skills and Abilities:</b>	<ul style="list-style-type: none"><li>• Knowledge, understanding or experience of project management</li></ul>
<b>Generic Job Profile:</b>	
<b>Main Purpose of a role within this job group:</b>	The purpose of this role is to: <ul style="list-style-type: none"><li>• Take ownership of customer cases, including consultation with relevant subject matter experts</li><li>• Dealing with complex and / or specific service requests which may require co-ordinating / combining responses and expertise from a number of subject matter experts</li><li>• Undertake site visits if/when required</li><li>• Take ownership of complex or protracted cases and progress to resolution</li></ul>
<b>Key Responsibilities of a role within this job group:</b>	<ul style="list-style-type: none"><li>• Deal with complex service requests, which may require detailed knowledge of a specific functional area across the organisation and/or externally</li><li>• 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</li><li>• Consult with technical colleagues as required</li><li>• Maintain an understanding of appropriate legislation, policy, procedure, business requirements and guidelines</li><li>• Ensure all relevant customer and company information is captured and recorded accurately</li><li>• Planning and prioritising workloads in order to meet agreed short term objectives</li><li>• Carry out duties with discretion, integrity and maintain confidentiality</li><li>• Understand and demonstrate commitment in delivering the key performance indicators within the function</li><li>• Undertake any other duties as reasonably required to do so</li></ul>

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<b>General Accountabilities:</b>	<ul style="list-style-type: none"><li>● 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.</li><li>● 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</li><li>● Work in compliance with the Codes of Conduct, Regulations and policies of Publica</li><li>● To support the response to a major incident, including taking up a designated role within the emergency management framework</li></ul>
<b>Special Conditions:</b>	<ul style="list-style-type: none"><li>● There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business</li><li>● You will be expected to work reasonable additional hours in line with the needs of the service</li><li>● Full UK Driving License</li><li>● Ability to travel/ access to a vehicle for work purposes</li> <li>● You will be required to undertake a BPSS and an enhanced DBS check as part of this role</li></ul>
<b>Date reviewed:</b>	<a href="#">Click here to enter a date.</a>
<b>Reviewed by:</b>	<a href="#">Click here to enter text.</a>
<b>Manager job title:</b>	<a href="#">Click here to enter text.</a>
<b>Date of issue:</b>	<a href="#">Click here to enter a date.</a>
<b>Checked HRBP:</b>	Name <input type="text"/>
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