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**Accommodation Management Officer**

**Reports to: Accommodation and Outreach Manager**

**Working environment: Site based (supported accommodation)**

**Working hours: Full time, shift based 37 hours over a 7-day week**

**Contract type: Permanent**

**Purpose of role**

To provide on-site housing management at a supported housing scheme for single people, many of whom will be homeless. The role requires the post-holder to undertake shift work to ensure the scheme has a staff presence at all times.

**Key result areas:**

* A well-managed accommodation scheme
* Residents become tenancy ready

**Main responsibilities**

**Accommodation Management:**

* Day-to-day management of a supported accommodation scheme.
* Ensure that accommodation standards are maintained, including health, safety, and cleanliness.
* Conduct regular inspections of accommodation to ensure compliance with safety regulations and quality standards, ordering repairs and replacement goods as required.
* Ensure that all facilities are functioning correctly, and arrange for repair and maintenance as necessary.
* Undertake void inspections and order repairs
* Undertake sign-ups to occupancy agreements, providing assistance with welfare benefit claims.

**Support and Welfare:**

* Provide a safe and supportive environment for residents, offering guidance and assistance as needed.
* Sign-post residents in accessing the services they need, including health, social care, training and education.
* Promote independence among residents, encouraging participation in daily life and skill-building activities.
* Monitor residents' well-being, addressing any issues or concerns promptly and liaising with other professionals when needed.

**Policy and Procedure Compliance:**

* Ensure that all activities within the accommodation service comply with relevant policies, procedures, and legal requirements.
* Promptly deal with any breaches of occupancy agreement, including breaches of house rules.
* Keep accurate records of residents’ progress, incidents, and actions taken.
* Report any safeguarding concerns to the relevant authorities, following organizational protocols.

**Budget and Resource Management:**

* Ensure resources are used efficiently and effectively.
* Monitor and control spending in line with financial guidelines.

**Stakeholder Liaison:**

* Liaise with external agencies, including social services and healthcare providers, to ensure residents' needs are met.
* Develop positive working relationships with stakeholders to improve the services offered to residents.
* Represent the accommodation service at meetings and in partnerships with other organisations.

**Health and Safety:**

* Ensure that the accommodation meets all relevant health and safety regulations.
* Conduct risk assessments and put measures in place to mitigate risks.
* Ensure that emergency procedures are in place and understood by residents and visitors.

**The above may change subject to consultation with the post holder.**

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**Person Specification**

1. **Experience/ Knowledge**

**Essential**

* 1. Experience of working in supported accommodation or working with vulnerable populations.
  2. Knowledge of relevant housing, safeguarding, and health and safety legislation.
  3. Experience of working with external agencies and service providers.

1. **Qualifications & Skills**

**Essential**

* 1. A relevant qualification in housing, health or social care or a related field (e.g., Level 3 Diploma) or equivalent experience.
  2. Excellent communication skills, both verbal and written, with the ability to engage with a wide range of stakeholders.
  3. Ability to build strong relationships with residents, staff, and external partners.
  4. Good problem-solving and decision-making abilities.
  5. Strong organisational skills, with the ability to manage competing priorities effectively.
  6. Understanding of confidentiality and data protection requirements.
  7. Knowledge of safeguarding practices and ability to act on concerns appropriately

1. **Personal Qualities and Attributes**
   1. Compassionate and empathetic, with a genuine commitment to improving the lives of vulnerable individuals.
   2. Resilient and able to manage stressful or difficult situations with professionalism.
   3. Flexible and adaptable, with a proactive approach to managing challenges.
   4. Committed to continuous personal and professional development

The following criteria will be tested at interview stage and does not need to be evidenced in an application form, CV or covering letter

1. **Agreed Behaviours Framework**
   1. Putting Great Yarmouth first
   2. Effective and open communication
   3. Respecting others
   4. Working together
   5. Embracing change
   6. Taking personal responsibility
2. **Additional requirements**
   1. Basic DBS Check
   2. Requirement to work flexibly, on a shift pattern which will include overnight, evening and weekends.
   3. Full UK driving license (or ability to travel independently) may be required depending on the role.