



Post Title: Support Officer - Temporary Accommodation
Grade: D

Job Purpose

To promote the Council's vision, values, aims, objectives, and priorities actively and effectively, putting our citizens first through the delivery of best value services.

To ensure that claims for Housing Benefit and Discretionary Housing Payments are made for households living in emergency accommodation and for those moving into accommodation in the private rented sector

To support the Temporary & Supported Accommodation Team to maximise payments made for the provision of emergency accommodation

Individual Leadership Expectations

As an Officer of the Council, you will be expected to demonstrate our core behaviours, linked to the following four themes:

- **Individual Leadership:** by putting our citizens and customers first, delivering against your objectives, helping to set direction, and putting forward ideas for improvements.
- **Equality Diversity & Inclusion:** by ensuring we consider the needs of all NCC citizens in our work, show respect for others, upholding and adhering to the Council's Code of Conduct.
- **Change & Innovation:** by being creative, delivering change when needed, sharing problems, and helping to bring forward suggestions for improvements.
- **Collaboration:** by working well with others, identifying the needs of colleagues and others to deliver great services and by being a good communicator who works well with a range of audiences.

Specific Duties

1. To maintain up to date knowledge of Welfare and Housing Benefit claims and entitlements, and to ensure that claims for Housing Benefit and Discretionary Housing Payments are maximised for those living in emergency accommodation by providing support to citizens to make and achieve new claims
2. Minimise loss through incomplete claims and overpayments by taking responsibility for collating relevant documentation to enable payment
3. To work in partnership with the Nottingham City Council Housing Benefit team and the DWP, liaising regularly to ensure swift decisions are progressed and informing them of changes in circumstances, including accommodation end dates or address transfers
4. To monitor and provide regular reporting on payments made for the provision of emergency accommodation both via Housing Benefit and Discretionary Housing Payments, and by homeless households

5. To undertake interviews with citizens to determine needs relating to financial matters, identifying financial risk and ongoing support needs, making referrals to appropriate specialist support services as required.
6. Undertake visits to emergency and temporary accommodation settings, meeting with citizens to complete Benefit claims
7. To support with service area monitoring, and the collation of statistical and financial data
8. To organise, maintain and develop information systems and to support with the production of information and guidance relating to money advice and debt management.
9. To receive and respond to enquiries from members of the public facing housing difficulties by providing good quality advice and assistance with a focus on prevention of homelessness
10. Actively promote and embed Equality, Diversity, and Inclusion through all actions and in accordance with the organisation's EDI strategy and objectives.
11. Contribute to our corporate responsibility in relation to climate change by taking action and limiting the carbon impact of activities within your role and championing this work.

Numbers and grades of any staff supervised by the post holder:

None

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.

Produced by Debbie Richards

Date July 2023



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| AREA OF RESPONSIBILITY | REQUIREMENT | MEASUREMENT | | |
|---|--|-------------|----|---|
| | | A | AC | D |
| Individual Leadership | Takes personal accountability for own development. | | ✓ | |
| | Drive and motivation, ability to deliver against challenging objectives. | ✓ | ✓ | |
| Change and Innovation | Confidence and ability to put forward ideas for change. | | ✓ | |
| | Ability to be creative, to be able to identify problems and work to create solutions. | ✓ | ✓ | |
| Collaboration | Evidence of working successfully in partnership across different sectors, building and maintaining good working relationships. | | ✓ | |
| | Evidence of actively working with others to improve collaboration internally and externally. | ✓ | ✓ | |
| Equality, Diversity, and Inclusion | An understanding of why it's important to consider equality, diversity, and inclusion in all that we do. | ✓ | ✓ | |
| | Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham's people. | ✓ | ✓ | |
| Service Delivery | Ability to communicate complex issues on a face to face basis demonstrating tact, diplomacy, sensitivity and customer care | | ✓ | |
| | Ability to write letters and produce reports | | ✓ | |
| | Ability to work under pressure | | ✓ | |
| | Commitment to providing a high quality customer focussed service | | ✓ | |
| | Ability to advocate and negotiate on behalf of citizens and offer independent advice | ✓ | | |
| | Ability to monitor and track performance data | ✓ | ✓ | |
| Technical Skills and Knowledge | Knowledge of Welfare and Housing Benefit payments and entitlements, including knowledge of resolution of benefit enquiries such as new claims, back dated claims and Discretionary Housing Payments. | ✓ | ✓ | |
| | Knowledge of housing legislation in the public and private sector | ✓ | ✓ | |



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|---|--|------------------------|---|---|---|
| | General knowledge of safeguarding | | | | |
| Managing Data and IT | Understanding of data protection, customer confidentiality and information sharing as it relates to this role. | | ✓ | | |
| | Practical knowledge of IT Systems including a variety of software packages, the aptitude to learn new systems as required and an enthusiasm to maximise the use of IT systems to produce analysis and improve outcomes | | ✓ | | |
| Other Work Related Circumstances | Ability to work outside of office hours, and at various locations according to service needs | | ✓ | ✓ | |
| | Satisfactory DBS at an enhanced level | | | | ✓ |
| A - Application | AC – Assessment Centre | D – Documentary | | | |