



Job description			
Job title	Temporary Accommodation Team Leader		
Grade	K		
Directorate	Regeneration & Economic Development		
Service/team	Accommodations Services		
Accountable to	Allocations and Temporary Accommodation Service Manager		
Responsible for	Supporting the Allocations and Temporary Accommodation Manager in the effective delivery of the service.  Supervising a team delivering Temporary Accommodation Services		
JE Reference	A5387	Date Reviewed	May 2025

### Purpose of the Job

The purpose of the Temporary Accommodation service is to provide and maintain a portfolio of housing units to support the Council to discharge its statutory duty to provide temporary accommodation to homeless households in need.

The role of the Temporary Accommodation Team Leader is responsible for the management of a team of housing officers and co-ordinator accountable for the administration of the service. The key purpose of the role is to oversee the effective and efficient delivery of the service in such a way that complies with the Council's statutory duties.

This job will require a commitment to continuous quality improvement: achieving performance targets: budget monitoring: a customer driven attitude: flexibility in approach to work, positive attitude to change and awareness of the priorities and objective of the service.

### Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.



1. Manage the team of Housing Officers and a Coordinator in the delivery of an effective and efficient service, ensuring that effective property and licence management is placed at the centre of all activities.
2. Manage the operational performance of the teams including but not limited to, allocating work including management of the Temporary Accommodation inbox, monitoring team workload against service standards, running performance meetings, monitoring budget spend and stock levels, arrears management and pro-active property and licence management.
3. Responsible for setting targets, undertaking regular reviews of the performance of team members including undertaking assurance and quality monitoring of individual case work, providing coaching as required and managing absence.
4. Manage staff development by identifying training needs and sourcing solutions. Develop and provide training plans where necessary for staff members to encourage personal development and to ensure that staff are suitable trained with the relevant expertise to perform the requirements of the service.
5. Ensure process compliance across the teams i.e., that staff maintain accurate and up to date information on the systems and follow the agreed processes and procedures for all activities performed.
6. Responsible for liaison with partner organisations, internal teams and contractors to include queries, complaint resolution and escalation to the Service Manager where required.
7. Act as an escalation point for issues raised by the teams where necessary, determining the required action that needs to be taken in order to resolve these.
8. Identify opportunities to improve processes and feed this back to the relevant manager alongside recommendations for potential means of addressing these.
9. Provide timely and accurate performance information in order to meet performance, targets and standards as set for the service.
10. Undertake complex case enquiry investigations and preparation of written responses in relation to the service on behalf of Senior Management.
11. Attend any meeting related to the operation of the service as appropriate such as contractor liaison meetings.
12. Follow all council policies and procedures in accordance with the role and attend mandatory training when requested.
13. Ensure you work in accordance with the Equality Act 2010 and the Equality & Diversity Policy at all times.
14. To work flexibly as a member of the Strategic Housing team, responding to the changing demands of varying workloads. Must demonstrate a keen commitment to customer care and work in partnership with other teams across the council to deliver the required level of service.



## Knowsley Better Together – Staff Qualities



## Health and Safety

- To ensure suitable and sufficient risk assessments are carried out taking into account employees capabilities.
- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals in danger.
- To undertake appropriate and up to date training in the use of any equipment required in order to discharge the duties and responsibilities of the post.

## Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.