Coventry City Council

Job Description and Person Specification

Accommodation Officer

Job Details	
Grade	GRD5
Service	Housing & Homelessness
Location	City Wide
Job Evaluation Code	Y5185D

About Coventry City Council

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:
Open and fair: We are open, fair and transparent.
Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.
Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.
Create and innovate: We embrace new ways of working to continuously improve the services we offer.
Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.
Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose

Identify and arrange cost-effective temporary housing for households at risk of losing their homes. Work with private landlords to negotiate and secure appropriate housing that meets service needs. Foster partnerships with internal and external stakeholders to enhance collaborative opportunities.
Serve as the main contact for landlords, promoting the service with agents and providers.
Visit households facing housing difficulties, offering support and mediation to prevent homelessness.
Oversee temporary housing occupancy, resolve concerns, and assist tenants in maintaining or transitioning to stable accommodation.

Main Duties & Key Accountabilities
Securing properties for households under Housing and Homelessness duties, including temporary and permanent accommodation, while maintaining accurate records of property requirements.
Confirming landlords provide all required documentation (gas, electrical, EPC) before tenancy agreements and ensure compliance with Coventry City Council standards through property inspections
Maintaining and updating property records in IT systems for reporting purposes, including financial support tracking, and monitoring payments in line with Council policy. Invoicing customers in accordance with Coventry City Council's charging policy
Negotiating rental agreements with property owners to align housing benefit usage with the authority's recoverable housing subsidy limits. Securing affordable rents for private housing near local allowance thresholds.
Providing ongoing engagement with households receiving financial assistance to secure tenancies, ensuring measures support tenancy sustainability without additional financial aid.
Collaborating with officers in Housing, Homelessness, and Benefits to effectively utilise financial resources and support from the Prevention Pot and other funding. Negotiating agreements with the private rental sector to secure housing solutions. Monitoring claims and supporting customers in progressing their Housing Benefit applications to completion when necessary.
Working closely with other Council teams to understand wider property needs, share best practices. Fostering positive relationships with landlords through liaison efforts and explore collaborative opportunities.
Collaborating with local authority liaison officers within the Migration Service. Streamlining accommodation processes for households granted leave to remain and leaving asylum support housing.
Mediating disputes between landlord and tenant to facilitate a resolution, allowing the tenant to continue residing in the property.
Leading the oversight and supervision of private rented sector programmes and property leasing initiatives once established and operational. Ensuring appropriate contracts are implemented while initiating payments as required under the applicable programme.
Visiting households facing homelessness or in temporary accommodation to confirm occupancy. Address anti-social behaviour, support tenancy retention, manage moves, and serve notices when required.
Conducting property viewings and sign-ups for both Temporary and Private sector properties while performing pre-letting inspections.

Coventry City Council

Key Relationships	
External:	Commissioned and non-commissioned services NHS Probation
Internal:	Rough Sleeper Team Adult Social care Children services

Standard Information

Post holders will be accountable for
● carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.
● attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
● any other duties and responsibilities within the range of the salary grade.

Responsible for

No People Management Responsibilities

Person Specification

Requirement Type	Int	App	Ass	Requirement
Knowledge				Knowledge of private rented sector resources including, accommodation, benefits, property standards and relevant documentation for issuing tenancies.
Knowledge				Basic knowledge of housing & homeless legislation
Skills And Ability				Effective negotiation and influencing abilities are required to build productive relationships across all levels and handle complex landlord-tenant interactions.
Skills And Ability				Communication skills to communicate with a wide variety of audiences (e.g. customers; housing

				providers; landlords; colleagues) using a variety of resources
Skills And Ability				Proficiency in utilising standard software such as Word, Excel, and Office, alongside accurate data entry and retrieval within team ICT systems.
Skills And Ability				Organisational and administrative skills to plan; prioritise and organise workload to meet deadlines when working under pressure.
Skills And Ability				Proficient in negotiation and advocacy to secure suitable case outcomes with customers, landlords, colleagues, and agencies, resolving disputes or resource acceptance.
Skills And Ability				Excellent skills and ability to work in a team and with other colleagues and partner organisations.
Experience				Experience of working with customer who have housing needs.
Experience				Previous experience of working closely with the private rented sector or social landlords.
Special Requirements				This position is exempt under the Rehabilitation of Offenders Act 1974 and is conditional upon receiving satisfactory police record checks through the DBS.