

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Temporary Accommodation Visiting Officer	Grade: SO2
Section: Allocation and Provision	Department: Housing and Regeneration
Responsible to following manager: Deputy Temporary Accommodation Visiting Manager	Responsible for following staff: N/A
Post Number/s: TBC	Last Review Date: July 2025

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

Job Purpose

Responsible for visiting homeless households placed in temporary accommodation by Richmond and Wandsworth Councils. Aim is to ensure full occupancy across all

temporary accommodation units and maintain compliance with health and safety standards, including the Housing Health and Safety Rating System (HHSRS).

Responsible for the management and analysis of data gathered from the digital Temporary Accommodation (TA) check-in tool. To liaise closely with providers of nightly accommodation to ensure occupancy & maintain quality. To also carry out visits from other teams in relation to homeless applications and income collection.

Specific Duties and Responsibilities

1. Conduct regular occupancy checks across all temporary accommodation for both Richmond & Wandsworth boroughs to confirm occupation and ensure property standards comply with statutory guidelines under each Council's sovereign housing duties and the Homeless Code of Guidance
2. Use the digital Temporary Accommodation (TA) check-in tool, utilising the data to inform the planning of visits. Provide feedback on its functionality, report any issues and participate in training to ensure effective use of the tool.
3. Record accurate visiting data, monitoring and highlighting resident occupancy status, flag potential risks during visits, and report observations to support ongoing monitoring and improvements.
4. Manage the discharge of homelessness duty in accordance with legislation and local policy where applicants are found to have abandoned or are no longer occupying temporary accommodation, ensuring appropriate investigations, notifications, and documentation are completed to support decision-making.
5. Prepare cases for legal proceedings around discharge of duty and attend court to provide witness to any action around non occupancy.
6. Adhere to the Council's lone working policies, ensuring thorough review of records prior to visit, maintaining regular contact with the team during visits alongside using provided safety equipment, and promptly reporting any incidents to ensure personal safety while working independently.
7. Ensure that nightly paid properties meet housing health and safety standards (HHSRS) by visiting within 5-days of initial placement to confirm safety, suitability, and readiness. To report any concerns or issues for escalation.
8. Promote private sector rehousing initiatives to temporary accommodation residents during occupancy visits to help limit temporary accommodation stay, providing relevant information and support.
9. Identify and escalate safeguarding concerns or property condition issues discovered during visits to the appropriate services or supervisors in line with Council's guidelines and in a timely manner.

10. Liaise with landlords and providers to report and manage property standard issues, supporting compliance efforts and escalating repeated concerns when necessary.
11. Respond to enquiries and complaints received during visits by providing information and advice or where required, referring them to the appropriate team member. Support the team in managing requests under Section 202 of the Housing Act (as amended) by providing relevant data or documentation.
12. Complete suitability assessments and support any processes related to changes in occupancy or accommodation refusal.
13. Manage individual caseloads and visit schedules efficiently to meet performance targets and report visit outcomes accurately. Contribute to operational efficiency and quality service delivery.
14. Work collaboratively with internal colleagues such as the Homelessness Prevention, Procurement & Letting Solutions, and Property Management teams to ensure clients receive coordinated support.
15. Participate in team meetings, training sessions, and performance reviews to support continuous service improvement and professional development.
16. Ensure accurate recording of activities and compliance with audit and fraud guidelines related to property visits and any expenditure you are responsible for during duties.

Generic Duties and Responsibilities

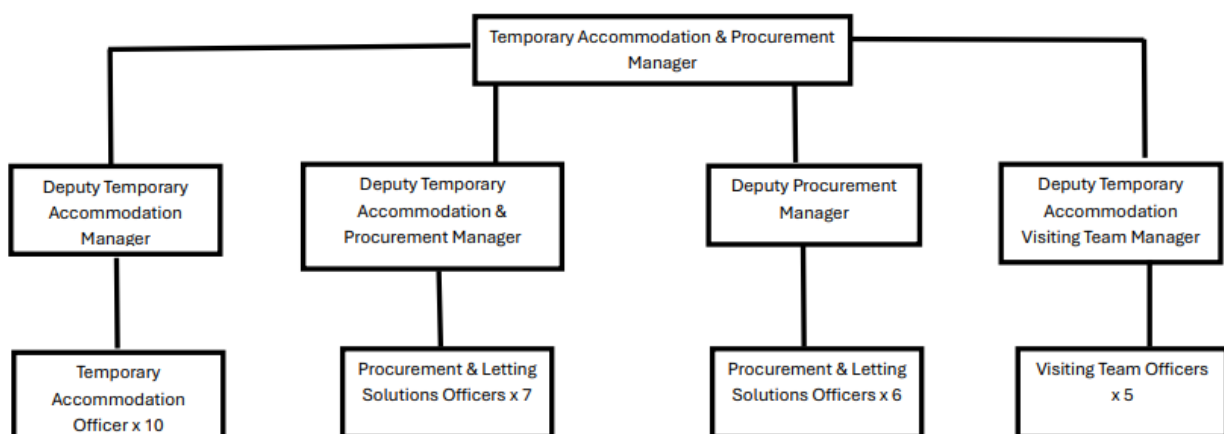
- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.

- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

- To be able to carry out property inspections and viewings
- To be part of a team
- Should have use of a car and be able to carry out visits and/or be able to carry out visits using public transport
- Must be able to use stairs
- To work outside of normal working hours to cover emergencies
- To be able to work with vulnerable applicants
- As and when directed in response to service needs and or service needs to undertake the duties of an officer on property management and allocation team.
- To be able to maintain financial and performance information accurately and adhere to budgets.
- To participate in any duty rota.

Team structure



Person Specification

Job Title: Temporary Accommodation Visiting Officer	Grade: SO2
Section: Allocation and Provision	Directorate: Housing and Regeneration
Responsible to: Temporary Accommodation & Procurement Manager	Responsible for: Temporary Accommodation Visiting Team
Post Number/s: TBC	Last Review Date: June 2025

Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Able to demonstrate experience of working in a front-line, customer focused service.	Y		A/I
Current homeless legislation regarding temporary accommodation to include Suitability of accommodation and ending homeless duty of Discharge of Duty under Section 193(5) – Housing Act 1996 Part VII	Y		A/I
Relevant Landlord and Tenant legislation.	Y		A/I

Housing Act 2004 – in particular, the hazards identified under the HHSRS (Housing Health & Safety Rating System).	Y		A/I
Experience	Essential	Desirable	Assessed
Carrying out property inspections and track record of dealing with landlords and providers.	Y		A/I
To be able to apply working knowledge of complex legislation applicable to the post in particular, homeless legislation, welfare reform.		Y	A/I
Compiling data and information to a high standard.		Y	A/I
Proven excellent communication, mediation skills in dealing with landlords and applicants, particularly those who may have disabilities or are vulnerable.	Y		A/I
Skills	Essential	Desirable	Assessed
To apply good practice around property management letting, together with working effectively with landlords and providers. To demonstrate the ability to undertake inspections in and out of the borough relating to health and safety standards in the private rented sector.	Y		A/I
Work with changing priorities and adapt to new targets including leading a newly formed team of staff.	Y		A/I
Be able to problem solve.	Y		A/I
Excellent communication skills.	Y		A/I
Highly organised and efficient in keeping records.	Y		A/I
Qualifications	Essential	Desirable	Assessed
HHSRS	Y		I

A – Application form / CV

I – Interview

T – Test

C - Certificate