

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Deputy Temporary Accommodation Visiting Team Manager	Grade: PO3
Section: Allocation and Provision	Department: Housing and Regeneration
Responsible to following manager: Temporary Accommodation & Procurement Manager	Responsible for following staff: 5x Temporary Accommodation Visiting Officers
Post Number/s: TBC	Last Review Date: June 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 managing a frontline team tasked with visiting occupants of temporary accommodation across Richmond and Wandsworth Councils. 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). You will oversee the implementation and then management of the digital Temporary Accommodation (TA) check-in tool, including analysing data and tracking its success to improve operational efficiency and client experience and liaise closely with providers of nightly accommodation to ensure occupancy & maintain quality.

Specific Duties and Responsibilities

1. To ensure regular occupancy checks are completed across all temporary accommodation for both Richmond & Wandsworth boroughs. Visits are to be conducted for the purpose of confirming occupation as well as ensuring property standards are within statutory guidelines, under each Councils' sovereign housing duties and Homeless Code of Guidance.
2. Responsible for establishing a new visiting team, including the design, implementation and continuous review of operational procedures, workflows and performance standards to ensure good practice and effective service delivery and align with our organisational objectives.
3. To implement the new digital Temporary Accommodation (TA) check-in tool to include coordinating with various internal and external stakeholders to ensure smooth deployment, providing training and support to staff, and troubleshooting any issues that arise.
4. To analyse data collected from the tool to identify trends and areas for improvement. Utilising the digital tool to monitor occupancy status and flag risks as well as tracking the success of the tool by monitoring key performance indicators (KPIs) and reporting on its impact on operational efficiency.
5. To make recommendations for enhancements for the tool & working practices based on user feedback and data analysis to continuously improve the tool's effectiveness to maximise compliance and reduce unauthorised occupation.
6. To ensure that nightly paid properties secured for the Councils' use meet housing health and safety standards (in line with the HHSRS), comply with setting the standard and are visited within 5 days of initial placement to confirm suitability and safety of units and scheme.

7. To review and develop service level agreements with nightly paid providers and develop strategies around managing relationships and reducing costs around units.
8. To ensure the promotion of private sector rehousing initiatives for homeless clients during occupancy visits to assist in the reduction of lengthy temporary accommodation admissions.
9. Support the identification of safeguarding or property condition concerns arising from visits and ensure timely escalation or referral to relevant services.
10. Liaise with landlords and providers to raise property standard issues, manage compliance, and escalate repeat issues in partnership with Environmental Health and other enforcement services if required.
11. To respond to any enquiries and or complaints from councillors, members, local government ombudsman. Ensure the team provide timely responses for the Reviews Team where a request has been made under Section 202 of the Housing Act (as amended). Manage complaint responses, FOI requests, and provide accurate information for member enquiries.
12. Lead the team in preparing suitability assessments and in supporting any discharge of duty process arising from changes in occupancy or accommodation refusal.
13. Ensure the effective management of team caseloads, performance targets, and compliance with visit schedules and report outcomes to the Temporary Accommodation & Procurement Manager. Ensure operational efficiency, and quality service delivery in all aspects of the team's work, contributing to wider TA spend reduction targets.
14. Develop strong working relationships with internal colleagues including Homelessness Prevention, Procurement, and Housing Options to ensure coordinated support for clients.
15. Lead, supervise and motivate a team of Visiting Officers, including regular performance reviews, training needs analysis and continuous service improvement.
16. Where required, ensuring that budgetary expenditure is correctly paid and accurately recorded within audit guidelines.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.

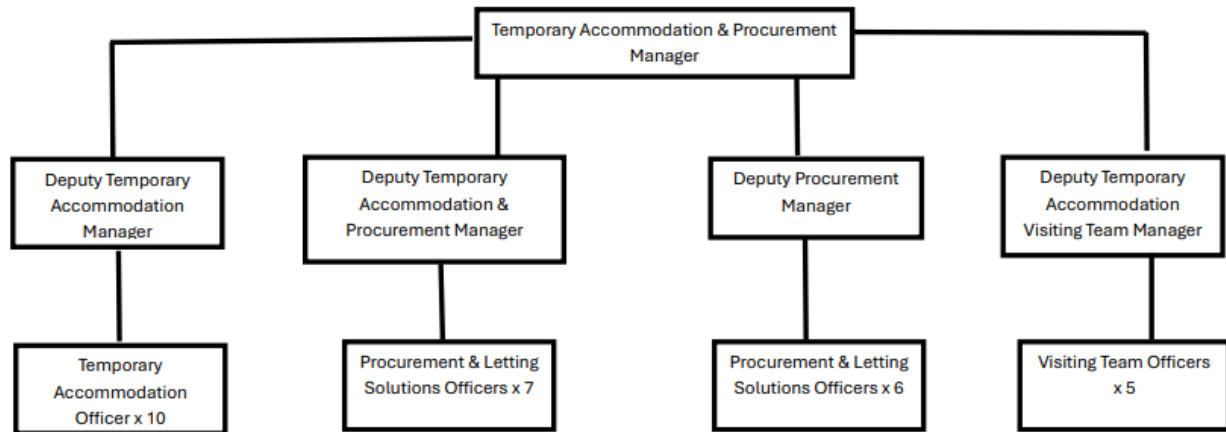
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, 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
- Must have use of a car and be able to carry out visits and/or be able to carry out visits using public transport
- 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 maintain and produce performance statistics to monitor and improve team targets.
- Proven ability to manage a team of 5x Temporary Accommodation Visiting Officers and identify service improvements
- To participate in any duty rota.

Team structure



Person Specification

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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 managing and developing a team to deliver a 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
Managing and developing a target-driven team with an outcome focused approach.		Y	A/I
Compile and analyse statistical information and present at a senior management level.		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 and maintaining budgetary and performance information.	Y		A/I
Qualifications	Essential	Desirable	Assessed
HHSRS	Y		I

A – Application form / CV

I – Interview

T – Test

C - Certificate

