



Information pack for the post of
Temporary Accommodation Move-on Officer

Job reference number 1300

Closing date: 22 May 2026 (noon)

Interview date: 3 June 2026

Guidance on completing the application form.

Please ensure all sections of the application form are complete.

Before filling in your application form, please read the job description carefully. This outlines the duties to be performed, the person specification will outline the skills, abilities and qualifications required of the postholder. You will need to demonstrate that you meet the requirements of the job description, (or at least have the potential to do so), in order to be shortlisted for an interview.

Please note, when copying and pasting text into the online application form the formatting may change, so please check before submitting.

We understand that some applicants may use artificial intelligence (AI) tools to assist with preparing their applications. All submitted information, whether supported by AI or not, must accurately reflect the applicant's own skills, experience, and qualifications. Recruitment decisions will be based on how well applicants demonstrate these attributes during the interview and selection process.

Disclosure and Barring Service (DBS)

Some posts may be subject to a basic or an enhanced DBS check. This will be stated in the advertisement, Job Description or Person Specification. Further information about this check can be obtained from the following website:

www.gov.uk/disclosure-barring-service-check

Politically Restricted Post

Some posts may be politically restricted which means Under the Local Government and Housing Act 1989 some posts will be disqualified from being a Councillor, Member of Parliament or Member of the European Parliament. The regulations restrict you from undertaking:

- Candidature for election
- Holding office in a political party
- Canvassing at elections
- Speaking or writing publicly on matters of party political controversy.

Additional Clearance

Some posts may at any time be required to undertake additional clearance or checks.

These may be required in order to comply with a request from a Government body or as a result of a statutory requirement and may include some form of criminal record check.

Referees

References must cover the last 3 years together with a reasonable account of any significant periods (6 months or more) of time spent abroad.

Ensure that the names of referees that you supply relate to people who you know in a professional capacity. Ideally, at least one referee should be your current manager or college tutor. Previous managers or tutors can also be named, but where possible, you should avoid providing names of colleagues or friends as referees.

Your referees will be asked to supply information regarding your professional and technical ability, your character and personality, and your timekeeping and reliability. They will also be asked for information regarding your general health and absences on the grounds of sickness over the last two years.

Evidence of information provided in your application form

Successful candidates will be required to provide documentary evidence of the qualifications required to do the job. We reserve the right to verify any information given on the application form and failure to provide such evidence will result in the offer being withdrawn or in dismissal.

Equality and diversity

Spelthorne Borough Council is committed to equality of opportunity for all in relation to the services and functions it carries out and in the employment practices it follows. As a responsible employer, the Council will conduct its affairs in a manner which will not unlawfully and unjustifiably cause disadvantage to any employee or job applicant on the following grounds: age, disability, sex, gender reassignment, pregnancy and maternity, race, sexual orientation, religion or belief or marriage and civil partnership.

As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy.

Complaints about equality and race equality issues will be dealt with promptly and seriously. Please refer to our website for further information.

Eligibility to work in the UK

The Asylum and Immigration Act makes it a criminal offence for employers to recruit staff who are not entitled to work in the UK. Therefore any offer of employment will be subject to the provision of documentary evidence to demonstrate that the successful candidate is entitled to work in the UK.

What happens after I submit in my application?

The shortlisting panel will look at your application form after the closing date to see how well your skills, experience and knowledge meet the requirements of the job set out in the person specification. Candidates who are shortlisted for interview will be advised of the arrangements.

Telephone **01784 444263** or e-mail recruitment@spelthorne.gov.uk with any queries.

You are also able to apply online using www.surreyjobs.info

surreyjobs.info
A revolution for Public Sector jobs in Surrey
www.spelthorne.gov.uk





Advert

Temporary Accommodation Move-on Officer

Salary £32,687 - £38,866 pa plus essential user car allowance

36 Hours per week

Temporary 12-month contract

Spelthorne Council has been successful in preventing homelessness in many cases. However, we still have a large cohort of families and single people in Temporary Accommodation.

Do you want to help change people's lives and help them move to settled accommodation. If so, we are looking to recruit a move-on officer.

You will be responsible for visiting people in their homes and updating an assessment of their needs. You will then need to be proactive in identifying suitable move-on accommodation. This could be privately rented or social housing, potentially locally or further afield.

You will need good spoken English, the ability to visit people in their homes, and good negotiating skills with both tenants and landlords.

This post is identified as a hybrid post supporting both office and home working in line with Spelthorne Borough Council's policy. The post holder will be required to attend the office in line with a rota and any service requirements.

The ability to converse at ease with customers and provide advice in accurate spoken English is essential for customer facing posts. These posts fall within the scope of the Code of Practice on English language requirement for public sector workers. The Council, therefore, has a statutory duty under Part 7 of the Immigration Act 2016 to ensure that post holders have a command of spoken English sufficient for the effective performance of the job requirements. If you have any queries or would like to discuss this further, please contact Human Resources.

Please note as part of the employment checks this post will subject to a BPSS (Baseline Personnel Security Standard) which includes a basic Disclosure & Barring Service (DBS) check.

Please note that as part of the employment checks, this post has an essential car user allowance attached to it. A valid driving licence, and access to a vehicle insured for business use will be required.

Spelthorne Borough Council use the Microsoft Authenticator app as a secure way of accessing our network. Successful candidates will be required to use their own mobile device to download and use Authenticator.

In return, we can offer excellent conditions of service with a benefits' package that includes flexible working hours, pension scheme and at least 23 days' paid leave per year (pro rata for part time).

Closing date: 22 May 2026 (noon)

Interview date: 3 June 2026

To apply please use the 'apply online' button below.

CVs can only be accepted in support of a completed application form.

Unfortunately, we are unable to reply to all candidates. If we have not contacted, you within 3 weeks of the closing date then your application has been unsuccessful. All shortlisted applicants will be contacted via email after the closing date.

Local Government Reorganisation (LGR)

Spelthorne Borough Council is undergoing Local Government Reorganisation, moving from a two-tier system to two new unitary councils in April 2027. Please see more information here [Local government in Surrey is changing | Spelthorne Borough Council](#)

Working towards equal opportunities

Strictly No Agencies

Job Description

Date Prepared: April 2026

Post Title: Temporary Accommodation Move-on Officer

Post Number: 2771 Grade: 5/6

Directorate: Community Wellbeing and Housing

Section Head: Housing Options Manager

Report To: Team Leader Housing Options / Housing Options Manager

- General Duties:**
- To manage a caseload of duty accepted homeless clients to ensure timely rehousing in the social or private rented sector.
 - To provide tenancy sustainment to tenants in the private rented sector affected by Welfare Reform.
 - To be proactive in move on arrangements including home visits and face to face contact.
 - To undertake housing options and homelessness casework as required.
 - To manage nightly-paid accommodation placements and utilising temporary accommodation cost effectively.
 - To manage reducing rent arrears in nightly-paid accommodation and other Council arranged accommodation.
 - To manage complex benefit cases and to assist colleagues and clients with a view to minimising cost and maximising income.
 - To sustain private sector tenants rent accounts

General Responsibilities:

Equal Opportunities: The Council is committed to achieving equality of opportunity and expects all employees to implement and promote its policies in all areas of their work including attending training as appropriate.

GDPR: The council is committed to the principle of confidentiality and the requirements of the Data Protection Act and expects all employees to implement and promote its

policies in all areas of their work including attending training as appropriate.

Health and Safety:

The Council is committed to providing a healthy and safe working environment and expects all employees to implement and promote policies in all areas of their work including attending training as appropriate.

Particular duties and responsibilities:

Case management of duty accepted homeless clients

1. To case manage duty accepted homeless cases with regard to provision of suitable temporary accommodation and tracking of progress to end the S193 duty ensuring that occupation of temporary accommodation is kept to a mini
2. Monitoring Choice Based Lettings bidding and recommending where direct letting or restricted choice may be appropriate.
3. Recommending where the homelessness duty could be ended by provision of a suitable offer of private sector accommodation.
4. Liaising with temporary accommodation providers to ensure tenants' needs are being met and keeping an oversight of the status of homeless households' temporary accommodation tenancies.

Provision of tenancy sustainment support to tenants in the private rented sector

5. To proactively identify and engage with private and social sector tenants affected by welfare reform to discuss their options, to help sustain the tenancy and prevent homelessness, through home visits, interviews, signposting and referrals to specialist services as appropriate.
6. To regularly monitor tenants rent accounts placed through the private sector.
7. To work to improve the financial resilience of customers through income maximisation, money management/ debt advice, including liaising directly with other Council departments, advice & support service providers, and landlords, as required.

Housing Options and Homelessness casework (back-up to Housing Options officers if required)

8. To undertake a full assessment of clients' housing needs to establish existing housing rights, to identify appropriate housing options and to assist with

accessing these options, ensuring that a full range of advice and information is available.

9. To assess applications for homelessness assistance and determine what duty may be owed to the applicant for short or long term housing help.
10. To arrange, manage and support placements into emergency accommodation facilities

General

11. To monitor the availability of temporary accommodation and private sector lets to ensure sufficient movement through accommodation schemes.
12. To represent the Council at external meetings including attending court, welfare benefit tribunals
13. To take appropriate steps with regard to safeguarding vulnerable adults and children within private rented or temporary accommodation stock.
14. To liaise with other agencies to try and resolve any problems which are causing any threats of homelessness, e.g. Children's Services, Adult Services, CMHTs, Police.
15. To keep all case records up-to-date as necessary with an emphasis on the use of ICT and working in a paper free environment
16. Carry out such other duties as may be required by your Group Head/Deputy Chief Executive appropriate to your skills and to a level of responsibility not exceeding the grade on which you are appointed. In accordance with the Equality Act any reasonable adjustments will be made to overcome any factor which puts a disabled employee or applicant at a disadvantage.

Person Specification

Post: Temporary Accommodation Move-on Officer

Post Number: 2771

Key Job Requirements	Desirable/ Essential	Testing Mechanism
<p>1. Skills</p> <ul style="list-style-type: none"> i) Ability to deal with challenging customers face to face, including lone working. ii) Ability to maintain accurate casework records. iii) Ability to draft letters and reports containing statutory information. iv) ICT – ability to use a range of software package and systems focussing on a paper free environment. v) Ability to work on own initiative, prioritise workload and meet targets with tight deadlines. vi) Good knowledge of financial problem solving 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>Application/ Interview</p> <p>Application/ Interview</p> <p>Application/ Interview</p> <p>Application/ Interview</p> <p>Application/ Interview</p> <p>Application/Intervie w/Test</p>
<p>2. Experience</p> <ul style="list-style-type: none"> i) Working in a challenging front-line customer facing role. i) Working in a homelessness, housing options available, <i>and/or</i> undertaking statutory homelessness assessment. ii) Working with a range of internal and external partners/stakeholders to improve joint working and resolve contentious issues. 	<p>Essential</p> <p>Desirable</p> <p>Essential</p>	<p>Application/ Interview</p> <p>Application/ Interview</p> <p>Application/ Interview</p>
<p>3. Knowledge</p> <ul style="list-style-type: none"> • Of housing and homelessness legislation, caselaw and current issues. i) Of Welfare Benefits including Universal Credit. 	<p>Desirable</p> <p>Essential</p>	<p>Application/ Interview</p> <p>Application/ Interview</p>
<p>4. Qualifications</p> <ul style="list-style-type: none"> i) 5 GCSE or equivalent passes 	<p>Desirable</p>	<p>Application/ Interview</p>

5. Personal Qualities		
i) Non-judgemental and able to exercise empathy	Essential	Application/ Interview
ii) Confidence in using initiative and making decisions.	Essential	Application/ Interview
iii) Ability to work effectively as a team member.	Essential	Application/ Interview
iv) Hold a current driving licence and have use of a car for business.	Essential	Application/ Interview