
Recruitment information

Job description and person specification

Your title	Housing Solutions Support Officer
DBS check	This post requires a basic disclosure.
Post number	TBC
Your team	Housing Services
You would be based	Civic Centre, Esher
Your line manager	Team Leader – Homelessness Prevention & Advice



Elmbridge
Borough Council

About the role

You will provide comprehensive administrative, operational and customer-facing support across all Housing Solutions service areas, including:

- Homelessness & Temporary Accommodation
- Private Rented Sector (PRS) & Rental Support Schemes
- Social & Supported Housing
- Housing Register & Allocations

You will provide flexible support across the service, allowing for cover and response to fluctuating service pressures, including increased homelessness presentations, emergency accommodation needs, and statutory responsibilities.

You will have frequent telephone and email contact with applicants, hotels/landlords, support agencies, and partner organisations. You will handle a high volume of enquiries, resolving routine queries directly and referring complex matters to specialist officers.

You will help maximise income for the council through correct processing of temporary accommodation charges, benefit applications, and debt recovery work.

You will ensure consistent, accurate, and timely administrative support across multiple statutory and operational areas within Housing Solutions.

The main purpose of the role:

To provide high-quality administrative support across all Housing Solutions functions, ensuring responsive, consistent service delivery.

To act as a first point of contact for applicants, landlords, accommodation providers, and partner agencies.

To maintain accurate records and databases, supporting statutory housing functions including homelessness duties and the Allocations Policy.

To assist in arranging, monitoring, and administering temporary and private sector accommodation placements.

To support Housing Register validation, banding, nominations, and the full range of administrative activities related to social and supported housing.

To contribute to income maximisation across rental support, temporary accommodation, and debt recovery systems.

Specific duties and responsibilities

1. Manage high volumes of incoming calls and emails across Homelessness, Temporary Accommodation (TA), Private Rented Sector (PRS), Rental Support Scheme (RSS), and Housing Register inboxes, ensuring timely, accurate and customer-focused responses.
2. Provide clear, accurate general advice to applicants on housing options, tenancy issues, homelessness processes, and application requirements, resolving routine enquiries independently and escalating complex matters to specialist officers.
3. Support applicants completing online Homelessness applications and Housing Register applications, including arranging appointments, coaching applicants through digital forms, and ensuring required documentation is gathered.
4. Conduct structured telephone interviews with applicants to obtain missing documentation, verify personal circumstances, clarify evidence, and ensure all follow-up actions are recorded and completed.
5. Support temporary accommodation work through contacting hotels, B&Bs, and other accommodation providers to source temporary accommodation placements at the most cost-effective rates, negotiating where necessary to secure availability.
6. Confirm placements and monitor ongoing occupancy, track household movements, update records in real time, and undertake follow-up actions when stays are extended, ended, or require intervention.
7. Set up financial and administrative accounts for all TA placements, ensuring Housing Benefit claims are initiated promptly and monitoring income streams, including client contributions.
8. Support temporary accommodation debt management, including checking rent accounts, following debt recovery procedures and liaising with colleagues as required.
9. Provide service continuity by covering core Temporary Accommodation Officer duties, such as securing emergency placements, when required due to staff absence or demand peaks.
10. Prepare and manage documentation for tenancy sign-ups, including tenancy agreements, inventories, check-in/check-out reports, deposit forms, and other PRS/RSS paperwork.
11. Verify landlord ownership, review property listings, maintain updated Action Plans, and support property matching by identifying suitable accommodation for applicants.
12. Ensure deposits are correctly protected in approved schemes, chase missing confirmations, and escalate discrepancies to team leaders to maintain compliance.

13. Interview applicants for the Rental Support Scheme, assess suitability against available properties, keep waiting lists accurate, and liaise with PRS and TA staff on availability and demand.
14. Process invoices and payments related to PRS, RSS, and TA, maintain logs, resolve disputes with providers, and prepare monthly expenditure and financial information for senior staff.
15. Validate Housing Register applications, carry out verification checks, apply or amend banding, manage auto-bidding accuracy, and process suspensions or demotions in line with policy requirements.
16. Support the assessment of medical, welfare, or hardship-based applications, collecting evidence, updating medical logs, identifying cases requiring escalation, and communicating outcomes to applicants.
17. Create and publish property adverts on Search Moves, ensure correct advert closure, support shortlisting activities, track nomination outcomes, and manage refusals or re-listings.
18. Maintain accurate data across all Housing Solutions systems, including Locata, homelessness databases, PRS/RSS systems, and temporary accommodation records, ensuring data integrity and up-to-date case progression.
19. Index, scan, and process correspondence using digital systems (e.g. IDOX), manage incoming mail, provide routine statistical data, and compile operational reports required for internal or external purposes.
20. Work collaboratively with internal teams and external partners, including support services, health professionals, landlords, housing associations, and accommodation providers; attend internal meetings, record actions, support service-wide operations during peak demand, and uphold all policies related to confidentiality, data protection, equality, and health and safety.
21. Following experience and demonstrated confidence in the role, to undertake cover for duties across Housing Solutions of more senior officers including achieving targets with minimal supervision, efficient and accurate decision making, supporting vulnerable customers and carrying out ad hoc tasks of greater responsibility to enable service resilience.

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

Your conduct

We expect the highest standards of conduct from our employees and at all times you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining the privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom.

Housing Solutions Support Officer
Team: Housing Services
Salary: S5 SCP22-25 (£34,212 - £36,319)

Post no: TBC
Hours: 36 hours
Car allowance: C4 (Occasional user)

Qualifications and education

No.	Key requirements	Desirable/essential	To be tested by: Application1 (A) Test (T) Interview (I)
1	GCSE or equivalent	E	A

Experience

No.	Key requirements	Desirable/essential	To be tested by: Application1 (A) Test (T) Interview (I)
2	Experience dealing with the public, both via telephone and in person	E	A I
3	Experience of delivering frontline customer service	E	A I
4	Experience providing administrative support in a busy environment	E	A I

Knowledge, skills and abilities

No.	Key requirements	Desirable/essential	To be tested by: Application1 (A) Test (T) Interview (I)
5	Strong written and verbal communication skills, including letter/report writing	E	A T I
6	IT literate with good keyboard skills; able to use multiple systems	E	A T I
7	Numerate, with sound basic arithmetic	E	A I
8		E	A I

9	Able to work flexibly, manage competing priorities, and switch tasks at short notice	E	A I
10	Able to work independently and as part of a team in a fast-changing environment	E	A I
11	Able to deal with challenging behaviour professionally and calmly	D	A I
	Understanding of housing issues that impact applicants' ability to secure accommodation		

Special requirements

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
12	Able to start work at 8:45am on a rota basis	E	A I
13	Full driving licence and ability to conduct home visits as required	E	A I