Dumfries & Galloway COUNCIL

JOB DESCRIPTION

Job Title: Temporary Accommodation & Community Wellbeing Assistant		**Ref No:**	**JE Ref:** G750
Department: Social Work Services	**Band: 4**	**Location: Dumfries & Galloway**	
Responsible To:	Temporary Accommodation & Community Wellbeing Supervisor		
Responsible For:	N/A		
Job Purpose:	To assist the Temporary Accommodation and Community Wellbeing Team in carrying out the Council's statutory responsibilities in relation to Temporary Accommodation.		
Main Responsibilities:	Provide administrative support to maintain customer rent account records, ensuring billing and recovery actions are adhered to. Provide front line advice to customers, including in person, telephone and email enquiries. Assist customers to complete forms or applications relevant to their Homeless application or residence in temporary accommodation. Provide support in office administration, including ordering supplies, maintaining reporting and financial systems. Financial management in relation to temporary accommodation properties. Compliance and health & safety recording and monitoring for temporary accommodation properties.		

Job Activities:	**1**. Ensure customer rent account information is up to date and accurate. **2**. Ensure housing costs reductions including Housing Benefit and Universal Credit are applied appropriately. **3.** Record and log incoming mail for the Housing Options and Homeless service, including scanning and indexing of information. **4.** Compliance and health & safety recording and monitoring for temporary accommodation properties eg gas certificates, EICR, asbestos register. **5**. Administrative support for minuting Team Meetings, Operational Meetings etc. **6.** Cover for reception duties and general office phones. **7.** Financial management including invoice processing, invoice requisitions, bad debt reconciliation, write offs, credit notes, journal transfers, urgent payment requisitions. **8.** Processing quarterly landlord payments for leased temporary accommodation properties. **9.** Ensure knowledge is kept current and share best practice with peers. **10.** Undertake all other duties as required for the role. Duties will be in line with the grade. ***The job activities listed are not exhaustive and may be added to or amended consistent with the job purpose.***

Performance Management	• **To manage your own performance and any staff you may be responsible for in accordance with the Council's values of Customer First, continuous improvements, openness and honesty, local decision making and team working.** • **To achieve the agreed performance targets detailed in the work plan and contribute to performance appraisal activities.**

	• To manage your own performance in compliance with all Codes, Regulations and procedures including Code of Conduct, Health and Safety and Governance. • To manage risk, promote risk awareness and prioritise work in light of the risk analysis. • To actively commit to the Council's equality and diversity vision statement and associated policies that promote fairness and equality and celebrate diversity, in dealing with colleagues, clients and service users. • To take all reasonable measures to limit carbon emissions and reduce energy/ resource consumption when undertaking work activities.	
Prepared By:	**Marianne Brown**	**20/05/2025**

Jan 2012 //HR