



JOB DESCRIPTION

POST: Accommodations Property Officer

DEPARTMENT: Housing Solutions

REPORTING TO: Accommodations Team Manager

RESPONSIBLE FOR: No line management responsibility

GRADE: 5

2-Year fixed term/secondment

MAIN JOB PURPOSE:

To manage all statutory property compliance, health & safety, minor and urgent repairs for the Mid Suffolk Council's General Fund and Housing Revenue Account (HRA) Temporary Accommodation (TA) portfolio. The postholder ensures that all TA units remain safe, legally compliant, and fit for occupation by working with Housing Maintenance and Repairs and outside contractors while supporting the Temporary Accommodation Officers by owning and resolving property-related issues swiftly and professionally.

To oversee and coordinate the voids and property turnaround process within Temporary Accommodation, ensuring properties are brought back into use safely, quickly and cost-effectively, reducing time spent out of use and minimising reliance on costly hotel accommodation.

The role acts as the central point of coordination between Housing, Repairs, Procurement, Finance and external contractors to ensure temporary accommodation units are ready for occupation in line with standards, timescales and demand.

This role is essential in protecting the Council's statutory responsibilities, reducing risk, ensuring quality standards, maintaining swift void turnaround and creating a safe environment for vulnerable households in temporary accommodation.

DUTIES AND RESPONSIBILITIES:

Manage Property Compliance for all General Fund TA Units, liaising with Housing Repairs and Maintenance for all HRA TA Units.

Oversee all statutory landlord safety checks including:

- Gas Safety (CP12), EICR, PAT (where required), smoke/heat/CO alarms, fire risk assessments and actions, legionella controls, asbestos register checks, lift/LOLER inspections, and EPC validity.
- Maintain an 18-month compliance planner with automated reminders and prompt follow-up of failed or no-access appointments.
- Escalate persistent no-access cases and provide evidence of attempted compliance for tenancy management action.
- Track and close FRA actions, ensuring compliance for HMOs and multi-unit blocks.
- Maintain a single, accurate compliance register/dashboard, including certificates, photos, job sheets, and audit evidence.

Manage the end-to-end temporary accommodation void process, from hand back of keys to property re-let.

- Carry out post-void inspections to identify works required.
- Raise, monitor and chase repairs, cleaning and furnishing works.
- Ensure all properties meet health and safety and letting standards before occupation.
- Act as day-to-day liaison with repairs, M&E, and compliance contractors.
- Validate invoices against completed works and challenge discrepancies.

Data, Performance and Budget Monitoring

- Maintain full audit trails for compliance and repairs activity.
- Produce monthly compliance dashboards and exception reports for senior managers.
- Tracks spend against budget, flag pressures early, and seek value through bundled or efficient visit scheduling.

Support to TA Officers – Property Tasks

- Act as the single point of escalation for all TA property matters.

- Oversee move-in readiness including cleaning, certification checks, safety tests, heating/hot water functionality, and welcome pack information.
- Coordinate decants, including logistics, keys, heaters, and safe return plans.
- Run the damp and mould pathway, including surveys, data-logging, and follow-up repairs.

Information Governance and Policy Compliance

Upload all visit notes, certificates, and evidence to TA Unit folders in systems and shared folders.

Contribute to policy updates and standard operating procedures.

Additional information

- a) Does this job require a DBS check? **Yes**
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. **Yes/No**
- c) Due to the rural nature of the district, a full driving licence and use of a vehicle is required.
- d) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office. **Yes/No**

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS The postholder must be able to demonstrate:	MEASURED BY: A Application form I Interview T/P Test/Presentation
EDUCATION/TRAINING <i>(Academic, vocational/professional and other training)</i>	
<p>Good standard of general education (A level or equivalent qualifications or experience).</p> <p>Working towards achieving a Housing qualification or willingness to undertake a Housing qualification.</p> <p>Evidence of continuous professional development related to repairs, housing, compliance or property management.</p>	<p>A/I</p>
KNOWLEDGE & EXPERIENCE <i>(e.g. report writing, office experience, Microsoft office)</i>	
<p>Experience coordinating or delivering property repairs, maintenance or compliance checks.</p> <p>Experience working with contractors, repairs teams or maintenance operatives regarding ongoing processes in property delivery.</p> <p>Experience triaging property defects and prioritising urgent works.</p> <p>Experience maintaining accurate records, compliance logs, certificates or dashboards.</p> <p>Experience engaging directly with residents, contractors and internal teams.</p>	<p>A/I</p>
SKILLS/ATTRIBUTES <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
<ul style="list-style-type: none"> • Ability to prioritise high-risk and emergency repairs confidently. • Strong organisational and planning skills. • Ability to assess risk, identify safety hazards and recommend action. • Excellent communication skills with residents, contractors and colleagues. <p>Professional curiosity and ability to probe further where safety concerns arise.</p> <ul style="list-style-type: none"> • Commitment to high standards of health and safety and statutory 	<p>A/I</p>

<p>compliance.</p> <ul style="list-style-type: none"> • Calm and professional communication, especially during emergencies. • Strong customer-focus with empathy for vulnerable households. • Ability to recognise safeguarding concerns and escalate appropriately. • Commitment to working within safeguarding guidelines and reporting pathways. • Ability to follow escalation protocols and report life-safety issues immediately. • Strong IT skills including compliance systems and dashboards. 	
OUR BEHAVIOURS	
Empowering, valuing and developing our people	I/TP
Valuing our customers	I/TP
Being open and honest	I/TP
Taking ownership	I/TP
Being ambitious	I/TP
EQUALITY AND DIVERSITY	
<p>Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).</p>	A/I



Our Values

...we believe in



OUR CUSTOMERS

BEING AMBITIOUS

TAKING OWNERSHIP

BEING OPEN and HONEST

OUR PEOPLE



We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.