

BRIGHTON & HOVE CITY COUNCIL

JOB DESCRIPTION

Job Title: Acquisitions Officer (Temporary Accommodation)

Reports to: Acquisitions Manager (Temporary Accommodation)

Department: Temporary Accommodation & Allocations

Purpose of the Job

To monitor and administrate the procurement of temporary accommodation, to co-ordinate the renewal of leases and rent review processes. To provide administrative support for the Negotiators and the Acquisitions Manager, developing and maintaining recording systems, being responsible for obtaining and checking legal documentation and other essential documentation for leasing properties.

Principal Accountabilities

1. To create electronic property files and carry out appropriate checks on data bases and existing filing systems. Recording and checking off the receipt of landlord documentation. To inform other departments as appropriate of the acquisition and ensure that payments are set up for the landlords and a rent account set up where appropriate.
2. To monitor, record and check the receipt of Notices and other appropriate documentation for the procurement of properties under the various leasing schemes.
3. To assist Negotiators corresponding with landlords on the renewal of existing leases, agreeing terms and drawing the necessary legal documents.
4. To draw up leases and other legal and essential documentation from agreed templates.
5. To update and monitor the pipeline of properties in the stages of acquisition and provide regular reports for relevant staff.
6. To make regular contact with landlords carrying out works or inspections to properties, and identify any areas of concern with the Acquisitions Manager.
7. To ensure that new properties are recorded on the council's computer system in the correct category of temporary accommodation to ensure correct recording of the Performance Indicators.
8. To liaise with other Temporary Accommodation colleagues ensuring that all 'ready to let' properties are let as quickly and efficiently as possible.
9. To use, develop and maintain departmental databases and records both computerised and manual.
10. To be responsible for answering all telephone enquiries into the team and to promote the advantages of the various leasing schemes to potential landlords.
11. To obtain and compile records relating to new enquiries and acquisitions. Maintaining a general level of knowledge of the department's work in terms of policies and practices and the basic legal framework as it relates to private sector leasing and temporary accommodation.

12. Develop, maintain and send out as appropriate information packs for landlords regarding the leasing scheme.

13. To monitor and action the lease renewal and rent review processes corresponding with and informing landlords in a timely manner.

14. To identify where leases are not being renewed and liaise with other teams in Temporary Accommodation so ensure the smooth and timely decanting of the tenant to coincide with the end of the lease so that we minimise loss of income from Housing Benefit.

15. To keep records of the location on home visits and for holding information on emergency contact numbers for the Negotiators and Acquisition Manager, when they are out of the office on visits and inspections. Monitor staff calling in accordance to the health & Safety procedures and alert Managers in Temporary Accommodation of any problems. To be responsible for maintaining accurate records of staff whereabouts and absences: calling clients or other persons to cancel appointments in cases of absence.

16. To provide administrative support to the team e.g. organising meetings, making up files, photocopying, dealing with incoming post, ordering stationery and equipment, booking meeting rooms. To develop and administer electronic filing system.

17. To organise and process invoices for the purchase of goods and services, including fees related to leases such as stamp duty, to include maintenance of records, preparing and forwarding to relevant sections to ensure payment within target timescales.

General Accountabilities

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

PERSON SPECIFICATION

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Reports to:	Acquisitions Manager (Temporary Accommodation)
Department:	Temporary Accommodation & Allocations

Essential Criteria

Job Related Education, Qualifications and Knowledge	<ul style="list-style-type: none"> • Excellent understanding of providing efficient and professional administrative support to a busy team, including being point of contact for visitors to the team. • Good knowledge of private sector housing market in this area. • Good knowledge and understanding of Housing benefit regulations particularly as it relates to temporary accommodation for various types of homeless households.
Experience	<ul style="list-style-type: none"> • Experience of working within a local authority, RSL, private sector housing service or other customer focussed organisation. • At least 1 year's experience of setting up, developing and maintaining administrative systems, including using IT systems. • Recent experience of working within a high pressure, customer oriented environment.
Skills and Abilities	<ul style="list-style-type: none"> • Ability to deliver a customer focussed service, identifying solutions and improvements • Excellent communication skills including the ability to convey complex information effectively and clearly to a wide range of people, individually and in groups, both orally and in writing. • Ability to work as part of a team, committed to providing an efficient service and excellent customer service. • Ability to use, input and interrogate IT systems such as word processors, spreadsheets, databases and the Council's own IT system. • Ability to work within policy and to create and implement working procedures. • Ability to organise and prioritise own work, to achieve good customer service and meet challenging performance targets.
Equalities	<ul style="list-style-type: none"> • To be able to demonstrate a commitment to the Council's Equalities Policy. • Commitment to providing a fair service, which positively recognises and takes into account the differing needs and experiences of customers.