

# Moves Officer (Temporary Housing) Operations

Overview	
<b>Role Purpose</b>	You will provide assistance and signposting, developing tailored plans to help households increase independence and move on from living in properties managed by NHG into the private rented sector.
<b>Responsible for</b>	<p>Responsible for working directly with around 600 households who will benefit from our Move On services.</p> <p>Responsible for signposting, encouraging, and assisting residents to access services available and identify opportunities to improve and develop our offer.</p> <p>Responsible for monitoring and reporting on progress and outcomes</p>
<b>Reports to</b>	Operations Manager
<b>Line management</b>	N/A
<b>Tier</b>	8
<b>Expectation Level</b>	Colleague
Role relationships	
<b>Internal</b>	Operations, Simplicity, London Living Rents, Temporary housing colleagues
<b>External</b>	Residents, Local Authorities, Local estate agents, Employment advice services, Financial advice services

Role accountabilities
<p>The ideal candidate will have exceptional customer service skills and take a solution focused approach to their work. They will work with residents to identify, and assist in accessing, opportunities to improve housing prospects and gain independence. You will have sole responsibility for around 600 households, working closely with them to tailor plans and encourage engagement to move on to independent tenancies in the private rented sector.</p> <p>To deliver this you will:</p> <ul style="list-style-type: none"><li>• Work with residents to identify those ready to move on in the short, medium and long term.</li><li>• Develop individual, tailored plans for each household to assist in accessing the relevant skills and/or services to increase independence and move towards accessing the PRS. Where high risk/vulnerable residents are present you will respond to the risk level accordingly, placing your emphasis on problem solving and accessing support. You will highlight any safeguarding concerns back to the Housing Officer.</li><li>• Develop and distribute high quality, easy to understand information packs or other materials that residents will need to help facilitate moving on from temporary accommodation.</li><li>• Visit each resident initially and introduce our 'Move On' offer. Explain the scope of our services and create a schedule for follow up contact and visits. This will involve lone working and readiness to travel across London.</li><li>• Follow up on actions identified within the tailored plan at intervals agreed with the resident, providing any necessary assistance, advice and encouragement required.</li></ul>

## Role accountabilities

- Develop methods of communication to maximise uptake of services and signposting. You will not be deterred if one source of communication is not working, trying different methods to maximise uptake and access to services available.
- Work with colleagues and the wider business to implement effective practices necessary to allow residents to take full advantage of our offer. Identify where gaps exist in services and work in partnership with teams across NHG to explore opportunities and find solutions to fill gaps.
- Build close relationships with the Housing Officer to ensure any concerns raised to you by residents which fall outside of your remit are captured, communicated and addressed.
- Create and maintain files for each resident ensuring GDPR. Develop and implement systems for recording and tracking progress and interaction with services.
- Support in conducting satisfaction surveys and collecting social impact survey information, collating responses if required and using your experience to help shape future services available for residents.
- Provide reports and monitoring information on visits, outcomes and move on progress.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

## Personal Specification

### Experience

#### Essential

- Experience of delivering excellent customer services that meet individual needs
- Experience of handling sensitive data and able to work with GDPR regulations
- Experience of preparing and delivering high quality written reports and presentations

#### Desirable

- Experience of working with homeless households or households at risk of homelessness
- Experience of effectively signposting residents to external services and assisting with access to advice and services

### Skills

#### Essential

- A people person, someone who cares and is passionate about customers
- Excellent verbal and written communication skills
- Intermediate computer skills (MS Office)
- Able to work as part of a team
- Effective organisational and planning skills with the ability to meet tight deadlines

#### Desirable

### Qualifications and/or professional membership

#### Essential

#### Desirable

N/A	
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## NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is a colleague expectation level and therefore you should refer to the colleague expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.

## Safeguarding

Any appointment to this post is conditional upon and subject to:

- Basic certificate (criminal record check) issued by the Disclosure and Barring Service (DBS)