

Role profile

Here's more about the job!

Role/s	Accommodation Services Team Accommodation Services Assistant	Date Prepared	January 2020
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Your Team

Accommodation Services are responsible for the delivery of core business functions to a multi-million-pound Housing Service based upon the Housing service plan. The team provide a wide range of services including; the delivery and management of a Lettings and Transitional accommodation offer, across Central Bedfordshire, their aim is to help residents sustain their licence, find permanent accommodation and avoid long term homelessness, supporting Central Bedfordshire Council's corporate objective of, excellence and making Central Bedfordshire a great place to live and work.

Your Customers

- Internal Colleagues
- CBC Tenants, Licensees, Housing Register Applicants
- External customers including those to whom we provide a statutory service
- Contractors, Suppliers and Service Providers
- Housing Associations, Private landlords and all other housing providers

Your Role

- A basic knowledge of Housing Legislation and the benefits/welfare system is desirable.
- You will be first point of contact for our customers relevant to the services provided.
- To progress a range of customer service tasks, some of which are particularly sensitive.
- To provide comprehensive administrative support to the Accommodation Services Team by developing and maintaining an excellent understanding of the Service.
- The role requires a good level of written and verbal communication and excellent I.T. skills.
- You will be customer facing, providing a high level of customer service.
- You will be expected to effectively manage financial resources and develop a basic knowledge of Central Bedfordshire Council's procurement rules.
- The ability to use financial systems including the use of SAP and SRM, S4HANNAH.
- Flexibility to provide administrative cover where required.

Health and Safety

- Visual display - regular use.
- Regular exposure to mental health pressures and demands.
- Exposure to hazardous substances

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- Exposure to infection
- Working alone.
- Risk of verbal abuse.
- Risk of physical assault.

Work Pattern

- Standard Monday to Friday with flexibility subject to business needs.

Work Related Travel

- Limited.

