

Job Description

Job Title	Booking and Accommodation Support Officer
Directorate	Neighbourhoods & Housing
Service Area	Housing
Grade	4
Competency Level	1
Salary	£27,254 - £31,022
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not Required
Job Evaluation Ref No	A9693

Job Purpose

The Booking and Accommodation Support Officer will be responsible for booking emergency, interim and temporary accommodation for homeless households and ensuring all documentation is received, checked, and stored to it is in line with provider agreements. This includes verifying documentation, managing booking details, addressing property complaints, and escalating issues as necessary. The role requires strong collaboration with internal teams, accommodation providers, and external agencies to ensure a smooth, quality service for homeless individuals and families.

Directly Responsible For:

Not Applicable

Directly Responsible To:

Housing Solutions Booking and Accommodation Supervisor

Main Areas of Responsibility:

Accommodation Booking and Coordination:

- Book emergency and temporary accommodation for homeless households, liaising with providers, landlords, and housing associations to secure suitable placements
- Maintain accurate records of accommodation status, costs, and property compliance documents, raising issues for escalation when needed
- Monitor and update records in work management systems, ensuring compliance with relevant homeless legislation when issuing documentation (e.g., 208 notifications, s188 offer letters)

Client Support and Issue Resolution:

- Provide clients with information about their emergency or temporary accommodation and address property-based complaints or concerns in collaboration with enforcement teams or internal departments
- Ensure timely resolution of issues raised by households or third parties staying in temporary accommodation

Data Management and Reporting:

- Maintain accurate and up-to-date accommodation booking information, including rental costs, payment records, and occupancy details
- Monitor property usage and provide regular updates on accommodation status, compliance, and complaints to the Booking and Accommodation Supervisor or as requested by Liverpool City Council Housing colleagues in absence of the Booking and Accommodation Supervisor

Collaboration and Communication:

- Work collaboratively with the Housing Solutions Service Team, external providers, and landlords to ensure seamless accommodation solutions
- Communicate with providers about property availability and tenant movement while maintaining accurate records of complaints and documents

Administrative Support

- Provide general administrative support to the Resettlement and Move On team, including scheduling meetings and coordinating with stakeholders, and contributing to the preparation of reports and audits
- Actively contribute to building a collaborative, inclusive, and professional team culture

Other

- Any other tasks relevant to role commensurate with the grade

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The job would include using a computer and sitting at a desk for prolonged periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan and Housing strategies
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- 5 GCSE's (or equivalent) grades A-C / 9-4 including English and Maths, or substantial experience in a similar role (A)

Experience

Essential

- Previous experience in an administrative or housing role with knowledge of basic housing legislation and policies including experience in using work management systems, data entry, and Microsoft packages (A/I)
- Experience of using online booking systems for accommodation and travel (A/I)
- Experience in working with vulnerable or homeless individuals with understanding of homelessness legislation (e.g., Housing Act, Homelessness Reduction Act) with ability to empathise and support those accessing services (A/I)

Desirable

- Experience in property management or quality monitoring with knowledge of property standards, including tenant safety and landlord responsibilities
- Familiarity with homeless management systems or case management tools

- Understanding of the local housing and accommodation market
- Familiarity with housing and accommodation systems

Skills/Abilities

Essential

- Strong administrative and organisational skills (A/I)
- Excellent communication skills, both written and verbal (A/I)
- High level of attention to detail and accuracy in handling data (A/I)
- Ability to work independently and as part of a team with strong collaboration and teamworking skills, with a focus on fostering positive working relationships (A/I)
- Able to build positive, collaborative working relationships with colleagues and external partners (A/I)

Desirable

- Ability to negotiate and resolve conflicts effectively
- Knowledge of housing compliance requirements, including health and safety and landlord obligations
- Ability to work under pressure and manage multiple tasks

Commitment

Essential

- A commitment to safeguarding and promoting the welfare of client (A/I)
- Empathy, patience, and resilience when dealing with vulnerable individuals in crisis (A/I)

- Commitment to equality, diversity, and inclusion in service delivery and staff management (A/I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- A proactive and solution-focused approach to challenges
- Flexibility and adaptability in response to client needs
- Commitment to delivering high-quality services and achieving positive outcomes for residents

Other

Essential

- Flexibility in providing support throughout the area and in meeting deadlines as required (A/I)