

Housing Accommodation Support Officer - Fixed Term Contract/Secondment until 26th September 2026

Salary: Band 5 - £26,473 - £28,239 p.a.

37 hours per week Monday to Friday

Based at the Civic Offices within the Housing Needs, Advice and Support service. Hybrid working may be considered once fully trained.

Who are we?

Portsmouth City Council's Housing Needs, Advice & Support Service works directly with customers to help deal with housing issues and prevent homelessness in the city. We are a busy front-line service dealing directly with customers, many of whom are vulnerable. The service assess and advise customers on the Housing Needs, Advice & Support available to them, provide support services to vulnerable people and families, provide temporary accommodation and link with providers to help people move into more permanent accommodation.

The Accommodation team provide the link into accommodation for those that approach the council. This includes temporary accommodation for the homeless and links to external housing providers, including registered providers and private sector landlords, who the council allocates housing to.

What is the role?

- Day to day you will provide a vital role in administrative support to the Housing Needs, Advice & Support team.
- You will be involved in paying invoices, updating systems and spreadsheets.
- Your role will include arranging emergency housing for homeless families with a variety of temporary accommodation providers. You will assist in ensuring the best use of available resources and help to monitor costs and complete Housing Benefit applications.
- You will be required to undertake other admin duties as and when needed to support all our various temporary accommodation types.
- This is a full-time role which will be based in Housing Needs, Advice & Support in the Civic Offices, Guildhall Square, Portsmouth.

Who is the person?

- General office experience and an understanding of working ideally within a busy front-line service
- Good written and verbal communication skills and have an attention to detail
- Relevant experience and knowledge of working within a temporary accommodation service setting

- The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post
- Good level of IT skills including use of Microsoft Office applications including Word and Excel.
- Works proactively and is able to remain motivated, working on their own initiative and organising their workload to meet deadlines
- Good interpersonal and team working skills
- Good standard of numeracy and literacy as you will be dealing with invoices and correspondence.

If you have any questions regarding this post please contact Laura Brett on 07958 501108 or Nathan White on 023 9268 8786.

When completing the application form, please thoroughly tailor your application to the 'Who is the Person' points with the use of examples from your experience. This is really important or you are likely not to be shortlisted.

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.