

Housing Needs

Hostel Support Officer Job Description and Person Specification

July 2025

Job Description

Job Title:	Hostel Support Officer
Department:	Housing Needs
Function:	Housing Supply
Team:	Hostels Team
Post number:	
Grade:	LBR 06
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours
Base location:	Lynton House
Reports to: <i>Job title</i>	Hostels Manager
Responsible for: <i>Job titles of direct reports</i>	No direct line management but may be responsible for the supervision of trainee and work placement employees on occasion

Role purpose and role dimensions: <i>Overview of the job</i>	Role Purpose To provide support to homeless people placed in the Councils Hostels. To administer the smooth day to day operation of the hostels. To work a split shift pattern. Role Context
Other considerations: <i>E.g. working patterns</i>	To work outside normal working hours to respond to emergencies or attend meetings.

General accountabilities and responsibilities	
Green Statement	This will involve: ▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	This will involve: ▪ Complying with the Data Protection Act 1998 - treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.

Conduct and Whistleblowing	This will involve: Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	This will involve: Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a Disclosure and Barring Service (DBS) check and references will be taken up prior to interview.
Equalities	This will involve: Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	This will involve: Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	This will involve: Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	This will involve: - Taking responsibility for continuing self-development and participating in training and development activities. - Participating in the ongoing development, implementation and monitoring of the service plans. - Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	This will involve: The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.

Person Specification			
Knowledge & Experience		<i>Method of candidate assessment: A = Application form I = Interview T = Test</i>	
		A - I - T	2 – desirable 3 – essential
Statutory or Mandatory qualifications:	No Mandatory Qualification Required		
Educational Ability	Level 4: Specialist learning with ability to undertake detailed analysis of a high level of information and knowledge in an area of work or study. May be evidenced by: Certificates of higher education; NVQ level 4; HND; BTEC Professional; and equivalent qualifications, or evidence of demonstrable application in the course of experience.	A	3
Key Subject or Content Areas (inc: Desirable Qualifications)	A specialist knowledge of the law relating to homelessness as covered by the 1996 Housing Act and the Homelessness Reduction Act 2017.	AI	3
	Good knowledge of the Children's Act, and the Care Act as this social care legislation interacts with housing and homelessness issues	AI	3
	Good knowledge of the Welfare Reform Act	AI	3
	A detailed knowledge of the housing allocations as covered by the Housing Act 1996 Part VI	AI	3
Knowledge	Excellent current knowledge of housing issues, legislation, case-law, policy and best practice in the delivery of services	AI	3
	Knowledge and commitment to provide first class customer service.	AI	3
	A good knowledge and understanding of the government's welfare reform programme and its implications for the private rented sector and homelessness	AI	3
	A specialist, knowledge of all homelessness legislation, case law and codes of guidance	AI	3
	A detailed knowledge of housing allocations and the operation of part VI of the Housing Act 1996	AI	3
	Knowledge of private sector housing, security of tenure, protection from eviction and housing standards	AI	3
	A thorough knowledge of the range of services provided by the Council for households who are in housing need.	I	3
	An understanding of the financial implications of decisions	I	3
	A good knowledge of services, benefits and support available to applicants experiencing housing problems	I	3
Experience	Experience dealing of making a range of homelessness decisions and decisions on part VI	AI	3
	Extensive experience of working with people who are homeless, at risk of homelessness, in housing need and/or living in unsatisfactory housing.	I	3
	Experience of providing an excellent level of customer care and customer service in a comparable customer service environment.	I	3
	Experience of prioritising competing demands in a pressurised environment, recognising service priorities and managing a caseload within agreed targets.	AI	3
	Experience of achieving performance targets, deadlines and meeting departmental objectives	I	3
	Experience of providing an effective advice service to members of the public	I	3
	Experience of implementing an equality and diversity approach to service delivery	AI	3
		I	3

	Experience of working in a demanding front line customer service environment and of dealing effectively with confrontational and challenging situations	I	3
	Experience of working with vulnerable customers and providing appropriate support Experience of working with homeless customers and those in housing need	AI	3
	Experience of carrying out interviews, investigations, negotiations	I	3
	Experience of effective record keeping including electronically		
Skills / Abilities	Excellent oral and written communication skills, with an ability to explain complex information clearly to a range of audiences, write detailed technical letters and reports and to direct complex interviews and convey complex advice simply and understandably to customers	AI	3
	Excellent negotiating, influencing and liaison skills	I	2
	Excellent analytical skills with the ability to gather information and interpret complex issues e.g. legislation and Case Law quickly, to think creatively about problems and identify solutions	AI	3
	Ability to work in partnership with a wide range of people and organisations.	I	3
	Performance focussed and able to meet targets and support the team to deliver.	I	3
	Proactive, flexible and responsive	A	3
	Able to achieve positive outcomes for customers	I	3
	Ability to work as part of a team and take initiative with own cases.	I	3
	Ability to participate in effective joint working across services.	I	3
	Commitment to the promotion of a homeless prevention approach.	I	3
	Flexible, problem-solving approach to service delivery with a positive attitude to change and ability to identify opportunities and develop innovative housing solutions for customers	I	3
	Able to set and maintain the highest standards in professional relationships and behaviour with customers, colleagues and other external contacts.	I	3
	Ability to work effectively and even-handedly with people from diverse backgrounds and circumstances	I	3
	Ability to analyse complex issues and written material quickly, to think creatively about problems and identify solutions	AI	3
	Ability to plan, prioritise and delegate work and achieve tasks within tight deadlines	I	3
	Ability to effectively use range of IT applications including database, Word, spreadsheet.	A	3
Special Conditions of Service	To work outside normal working hours to respond to emergencies or attend meetings	I	3
	Must demonstrate an understanding of the issues relating to equal opportunities in service delivery and provision and to actively promote ways of eradicating racism, sexism and other forms of negative discrimination through the Council's policies and procedures.	I	3
	To comply with the Council's Health & Safety Policy.	I	3
Corporate Behaviours	The Council has a set of behaviours that all employees are expected to deliver in the performance of their role. The behaviour framework can be found on the Council's internet page, and these should be reflected in your application and the way you work. As part of an individual's personal development Redbridge expects employees of all levels to be continuously developing these core behaviours.	I	3

Effective and Collaborative Team Working	To take responsibility for personal development and actively participate in all learning and development.	I	3
	To participate in the ongoing development, implementation and monitoring of service plans.	I	3
	To support and contribute to value for money, service efficiency and improvement.	I	3
Working Pattern and travel	As required to meet business needs.		
Safeguarding and Disclosure	DBS Disclosure Required? Not required		
Special Factors or Constraints			