

Housing Needs

TA Acquisitions Officer Job Description and Person Specification

October 2026

Job Description

Job Title:	TA Acquisitions Officer
Department:	Housing Needs
Function:	Temporary Accommodation
Team:	TA Acquisitions Team
Post number:	
Grade:	LBR 9
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours
Base location:	Lynton House
Reports to: <i>Job title</i>	TA Acquisitions Team Leader
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:

Overview of the job

Role Purpose

- Procuring good quality properties of a suitable type, size and location across all Redbridge Council's private sector initiatives and promoting private sector housing as a viable option to service users who approach the Council facing homelessness issues.
- Acquire temporary accommodation where prevention has not proved possible or suitable
- Acquisitions will range from individual properties, hotels or hostels, through to blocks or estates. Some acquisitions are likely to be complex, involving requirement to assimilate understanding of a wide range of complex service issues, with council and external requirements, including compliance with financial and procurement requirements, statutory legislation and governmental performance indicators.
- Work with private sector landlords, property standards colleagues and housing benefit to identify, develop and implement a range of new initiatives to increase the supply of private sector properties for households facing homelessness and in housing need.
- Being involved in the development of a strategy to market the private rented accommodation scheme administered by the Housing Centre, consulting with landlords and make recommendations for continuous development and improvement of the service provided.
- Visiting new properties with the landlord to discuss the details of the private rented accommodation schemes, the expectations of the Authority regarding the letting, and answering the landlord's queries.
- Ensure the property meets all current statutory regulations and local standards.
- Market the various private sector initiatives to as wide a range of landlords and lettings agents as possible, using all available tools and methods of communication to meet individual and team procurement targets. To deliver an efficient, high quality and customer-focussed service for a diverse client group including high numbers of vulnerable and disadvantaged households.
- To achieve targets to procure properties in the private rented sector for the council to use for temporary accommodation, homelessness prevention, or discharging a housing duty.
- To lead on the prevention and relief duties in line with the Homelessness Reduction Act 2017 by ensuring that customers are rehoused in suitable and affordable private rented sector accommodation.
- To lead on the corporate procurement of temporary accommodation for other services (for example Adult's and Children's services) through a dynamic purchasing system (DPS) and other options.
- To identify cost effective opportunities to acquire accommodation in the private rented sector taking into account the cost of the service, welfare benefit legislation and rental housing market.

Role Context

- The Housing Needs Service is under increasing demand to provide good quality accommodation for the provision of temporary accommodation under Homeless Legislation and private sector properties to help prevent homelessness and discharge the housing duty.
- This is a specialist role that will be at the forefront of the prevention of homelessness, and at the cutting edge following the introduction of the Homelessness Act 2017.
- This position is fundamental to the provision of housing advice and homelessness services to vulnerable customers who may approach the council for assistance as a result of the Housing Act 1996 and Homelessness Reductions Act 2017 duties, and other key housing legislation, alongside the Children Act and the Care Act.
- The post holder will be required to have clear knowledge of all homelessness legislation, housing legislation, welfare benefit expertise and adult and social care knowledge.
- The post holder will be required to be innovative, dynamic and solutions focused and consider and pursue all available housing options to prevent the customers from becoming homeless.
- The post holder will be required to use their experience to contribute to the ongoing development and design of the service and solutions for customers.

Other considerations: <i>E.g. working patterns</i>	To work outside normal working hours to respond to emergencies or attend meetings.
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Key accountabilities and result areas:	Key elements:
1. Strategy and Planning	This will involve: <ul style="list-style-type: none"> • To establish links with property providers nationally in order to maximise opportunities for the procurement of properties for Redbridge residents. • To monitor the acquisition of properties from the private rented sector. • Analyse data from a variety of sources to identify acquisition opportunities within private rented sector. To contribute towards the development and achievement of the annual business and service plans as well as policies and procedures to ensure that the service is effective, efficient and of a high standard. • To assist the Acquisitions Team Leader to promote any new schemes developed with both property suppliers and prospective tenants.

2. Operations and Support	<p>This will involve:</p> <ul style="list-style-type: none"> • Maintain a database of all landlords who have enquired into letting their property to the Council and follow up and encourage them to supply properties. Maximise the conversion of properties from initial enquiries through to lettings. • To pre-inspect properties when necessary and ensure that the managing agents/ landlords comply with the requirements of lease or management agreements. • Ensure effective implementation and administration of all new acquisitions, initiatives and contract administration ensuring effective planning, resourcing and delivery across the service. • Issue offer to resolve letters to customers in helping them to resolve their housing problems. • To deal with information sensitively and to observe the need for confidentiality at all times and that information is only disclosed in appropriate circumstances and in regard to Data Protection Act, Freedom of Information Act and Human Rights Act. • Update Personalised Housing Plans and other systems such as NEC DM with the prevention and relief activities in line with the requirements of Homelessness Reduction Act 2017. • Ensure that a high standard of customer care is provided at all times and that customers are dealt with courteously and professionally. • Interview customers with housing needs as appropriate to ensure that they are rehoused into alternative accommodation as soon as possible. Liaise with the Suitability Officer with regard to needs and requirements. • To conduct pre-acquisition property inspections to ensure that properties meet the standards required standards contained with Housing Act 2004 and other relevant health and safety legislation. • Keep abreast of changes to Housing benefit and Local Housing Allowance levels as they relate to private sector supply and advise suppliers and prospective tenants accordingly. • Identify and investigate opportunities for existing temporary accommodation customers to move into the private rented sector in discharge of the homeless duty. • To be self-motivated and have the ability to work independently and on own initiative with the minimum of supervision. To provide cover for colleagues as and when required. • The maintain specialist knowledge of the 1996 Housing Act, the Homelessness Reduction Act 2017, the Children Act, and the Care Act. Combined with specialist knowledge of the Welfare Reform Act. Housing Health and Safety Rating System, Landlord and Tenant legislation, including the Protection from Eviction Act 1977 and the "Right to Rent". • The post holder will be required to be innovative, dynamic and solutions focused and explore all housing options to prevent the customers from becoming homeless. • To ensure written replies to complaints and enquires from the Ombudsman, Councillors, Members of Parliament and other stakeholders are of the highest standard and dealt with in accordance with prescribed guidelines and within agreed timescales. • To mentor both new members of staff and staff from other areas in legislation, practice, procedures, performance of duties and guidance in the acquisition of properties. • To undertake such additional tasks and/or duties as may from time to time be assigned.
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3. Systems and Process Development and Improvement	<p>This will involve:</p> <ul style="list-style-type: none"> • To update systems with progress of nominees and information provided to customers swiftly and accurately to ensure comprehensive monitoring can be conducted and audit trails are in place. In addition, manage priorities and meet individual and service performance targets. • To develop, design and implement new operating environments to ensure effective and efficient rehousing outcomes within the private rented sector on behalf of the Housing Solutions Service and to develop the wider Housing Solutions service. • To utilise the homelessness system to contribute to the personal housing plan for each customer and to provide key monitoring information for submission to the HCLic system created by DCLG and for local information reporting and management. • To maintain customers electronic files on NEC DM providing a thorough audit trail of activity and key documents in line with agreed process. • To update and upload key information to the Adam system to support procurement through the DPS.
4. Communication Partnership	<p>This will involve:</p> <ul style="list-style-type: none"> • Initiate, develop and maintain working relationships with private sector suppliers including estate and lettings agents to procure private rented sector properties for a wide variety of housing schemes. • Promote and sell Council schemes by organising and co-ordinating regular publicity events, including the Landlords Forum. Producing leaflets, mail shots, web update and any other appropriate information. • Advise individual landlords on all available options for letting their properties via the Council. Promote the benefits of working with the Council with landlords and private sector suppliers. • Maintain partnership working with the Adult and Children Services, and other teams requiring accommodation, ensuring that suitable accommodation is made available to their customers with housing needs as required. • Work with officers allocating and letting temporary accommodation and Resettlement officers to ensure that properties are suitable and affordable for customers • Support the delivery of the activities contained in customers' Personalised Housing Plans for the effective delivery of the prevention and relief activities of the Homelessness Reduction Act 2017 Promote effective working relationships with internal departments and external agencies, ensuring all parties understand the benefits to their service by supporting the scheme. • Liaise with customers, statutory organisation, advocates and third sector providers regarding complexities regarding private rented sector acquisitions to arrive at effective housing solutions for customers including those with vulnerabilities and support needs for example mental health combined with drug and or alcohol addiction. • Contacts: Customers, Colleagues within Housing, Legal, Finance, Corporate Procurement, Housing Enforcement, People Directorate and the wider Council, Private Sector Landlords, registered providers, property owners and developers, managing agents and other external agencies. • The officer is required to take reasonable care for the safety and health of themselves and others who may be affected by their acts; and to work with management to comply with Service/Unit procedures and protocols and with Redbridge Council's Health and Safety Policy and all guidance, instructions and risk assessments. In particular, the officer is required to attend training relevant to their post, in order to ensure their health and safety responsibilities are met.

5. Performance and Standards	<p>This will involve:</p> <ul style="list-style-type: none"> • Achieve procurement targets for volumes, type, location, and cost of accommodation procured • Ensure property procured is of appropriate standard, meets all requirements in terms of safety and compliance and quality • Recognising the critical impact of homelessness on customers, and delivering early, accurate and high quality advice • Responsibility for accurate record keeping and use of systems to ensure comprehensive ability to report on customers individual service provision and overall homeless trends • To ensure that casework is proactively managed and key deadlines - for the provision of actions on customers individual plans, as well as key process deadlines on casework management are adhered to • To answer members enquiries and draft responses to complaints / enquiries on individual cases as required. • To provide statistical information on performance. <p>Key Performance Outcomes:</p> <ul style="list-style-type: none"> • Achieve procurement targets for volumes, type, location, and cost of accommodation procured • Homelessness is prevented • Temporary accommodation numbers are reduced • Expenditure on temporary accommodation is reduced
6. Resource Management	<p>This will involve:</p> <ul style="list-style-type: none"> • Monitor own financial transactions and ensure that these are consistent with corporate finance policies and procedures. • Ensure financial administration and income maximisation functions within Housing Supply promote high standards of financial probity. Identify opportunities to contain and reduce expenditure and deliver schemes more efficiently. • To comply with the Council's standing orders and financial regulations and meet relevant statutory and corporate financial reporting arrangements and control requirements of the Council. To protect the public purse and assets of the Council by identifying and preventing fraud and error in all duties. • Financial Responsibilities: Incentives for landlords chiefly from Homelessness Grant, Temporary Accommodation Management Fee and the Flexible Homelessness Support Grant. Significant commitment of financial resources on schemes.

General accountabilities and responsibilities	
Green Statement	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ 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	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ 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	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ 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	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ 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	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ 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	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ 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: <ul style="list-style-type: none"> ▪ 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: <ul style="list-style-type: none"> ▪ 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

Job Title:	Acquisitions Officer		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
Minimum education/ qualifications:	No Mandatory Qualifications required.		
Minimum experience/ knowledge/ skills:	<ul style="list-style-type: none"> 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. Good knowledge of relevant housing legislation and guidance around homelessness and temporary accommodation, including housing benefit regulations. Good knowledge of housing benefit rules and regulations, welfare benefits and issues relating to private rented tenancies. Knowledge of Temporary Accommodation (TA) and the issues affecting people living in TA, their aspirations and vulnerability. Knowledge of health and safety legislation and undertaking/ monitoring risk assessments and housing inspections. A good knowledge of all homelessness legislation as covered by the 1996 Housing Act Part VII and the Homelessness Reduction Act 2017, housing advice law (security of tenure, disrepair, rent arrears) the Protection from Eviction Act 1977, housing allocations as covered by the Housing Act 1996 part VI and other housing legislation, welfare benefit expertise and adult and children social care and health knowledge. 	<div>A</div> <div>A</div> <div>A</div> <div>I</div> <div>I</div> <div>AI</div> <div>AI</div>	<div>2</div> <div>2</div> <div>2</div> <div>3</div> <div>3</div> <div>3</div> <div>3</div>
Minimum competencies: Customer focus	<ul style="list-style-type: none"> Experience of working in a customer focused environment. Experience of working within a private rented sector housing industry. Experience of procurement of properties, including inspection, and negotiating with landlords in the private sector. Experience of organising events, consultation and focus groups. Experience of keeping manual and computer records. 	<div>A</div> <div>A</div> <div>AI</div> <div>I</div> <div>I</div>	<div>3</div> <div>3</div> <div>3</div> <div>2</div> <div>3</div>

Communicating and influencing	<ul style="list-style-type: none"> • Ability to communicate effectively both verbally and in writing • Effective numeracy skills, able to collate and calculate statistical information • Ability to prioritise work effectively, to meet deadlines and to deal with conflicting priorities. • Ability to build effective working relationships with a diversity of individuals and groups • Ability to use computer systems including word processing, spreadsheets and databases for correspondence, reports and performance monitoring • Ability to achieve customer satisfaction by identifying genuine needs and jointly developing effective solutions. • Committed to securing the best possible service and outcomes for customers. 	AI AI I AI I AI I	3 3 3 3 3 3 3
Building relationships, working together and in partnership	<ul style="list-style-type: none"> • To take responsibility for personal development and actively participate in all learning and development. • To participate in the ongoing development, implementation and monitoring of service plans. • To support and contribute to value for money, service efficiency and improvement. 	I I I	3 3 3
Special conditions:	<ul style="list-style-type: none"> • Must demonstrate an understanding of issues relating to equal opportunities in service delivery. Must actively promote ways of eradicating racism, sexism and other forms of negative discrimination using the Council's policies and procedures. • To work across the Housing Supply Services portfolio at the direction of the Acquisitions & Temporary Accommodation Team Leader • To comply with the Council's Health & Safety Policy. 	I I I	3 3 3