London Borough of Redbridge

Housing Needs

Suitability Assessment Officer

Job Description and Person Specification

November 2026

Job Description

Job Title:	Suitability Assessment Officer
Department:	Housing
Function:	Housing Needs
Team:	Resettlement Team
Post number:	S007778/79/80/81
Grade:	LBR 10
Hours/weeks: *E.g. 36 hours/52.14 weeks*	36 hours/52.14 weeks
Base location:	Lynton House, Ilford
Reports to: *Job title*	Suitability Assessment Team Leader
Responsible for: *Job titles of direct reports*	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*	Deliver high quality suitability assessments for households living in the Council's temporary accommodation, in line with statutory duties. • Undertake suitability assessments, ensuring requests are actioned appropriately and household housing needs and circumstances are accurately recorded. • Provide advice to households on resettlement options, including social housing and private rented sector (PRS) accommodation. • Deliver a lawful, efficient and customer-focused service that meets statutory obligations and supports vulnerable households. This specialist role requires knowledge of legislation and procedures relating to homelessness, housing allocations and temporary accommodation.
Key external contacts: *Organisations*	• Service users, their representatives and advocates • Registered Providers (RPs) • Private sector landlords • East London Housing Partnership • Other Local Authority housing allocations teams • Choice Homes UK and Abritas (lettings system providers) • Voluntary and statutory agencies
Key internal contacts: *Job titles or groups of staff*	• Housing Options • Reviews Team • Temporary Accommodation Team
Financial dimensions: *Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.*	• Contributes to value for money by identifying when households may be suitable for resettlement and supporting timely moves out of temporary accommodation.
Key areas for decision making:	• Undertaking suitability assessments and making recommendations or decisions within delegated authority and agreed procedures. • Applying legislation, Council policy and the allocations scheme to household circumstances, and escalating complex cases where appropriate.

Other considerations: *E.g.working patterns*	• May be required to work outside normal working hours to respond to emergencies or attend meetings. • Participation in a duty rota as required by the service.

Key accountabilities and result areas:	**Key elements:**
Delivering Suitability Assessments	This will involve: • Undertaking timely, thorough and accurate suitability assessments for households in the Council's temporary accommodation. • Gathering and reviewing information about household circumstances, housing needs, health, welfare and support requirements. • Applying the Housing Act 1996, Homelessness Reduction Act 2017, the Council's allocations scheme and relevant policies. • Identifying changes in household circumstances and ensuring these are reflected in assessments and case records. • Recognising vulnerability or safeguarding concerns and escalating these in accordance with procedures. • Seeking guidance on complex cases or matters outside delegated authority.

Operations and Casework	This will involve: • Managing an allocated caseload and prioritising suitability requests in line with service standards and deadlines. • Reviewing cases as households remain in temporary accommodation and keeping assessments and records up to date. • Advising households on housing position and resettlement options, including social housing, PRS, sheltered and supported housing and mobility schemes. • Contributing to Personalised Housing Plans, where appropriate, and recording actions arising from assessments. • Preparing professional, accurate and evidence-based assessment records, decisions and correspondence. • Maintaining full and accurate client records, case notes and monitoring information on Council systems. • Identifying changes in circumstances, potential fraud or risks and reporting concerns through the appropriate channels. • Supporting sustainable housing outcomes and reducing reliance on temporary accommodation. • Providing case information for complaints, Members' enquiries, reviews, Ombudsman and Freedom of Information requests as directed. • Considering vulnerability and relevant needs under housing, social care and children's legislation when undertaking assessments. • Working with colleagues to ensure households are considered for accommodation appropriate to their assessed needs.
Communication and Partnership	This will involve: • Working professionally and sensitively with service users, representatives and other agencies. • Liaising with Registered Providers, private landlords and other local authorities to support suitable housing outcomes. • Explaining assessment outcomes, housing options and processes in clear and accessible language. • Working collaboratively with Housing Needs, Housing Options, Reviews and Temporary Accommodation colleagues. • Providing accurate case information to support reviews, complaints, legal proceedings and formal enquiries as required. • Sharing information appropriately and complying with information governance requirements.
Systems and Process Development and Improvement	This will involve: • Using the Council's case management, lettings and other systems accurately and effectively. • Following procedures and identifying opportunities to improve casework processes and service delivery.

Performance and Standards	This will involve: • Managing workload to meet service targets, quality standards and statutory timescales. • Ensuring assessments, decisions and communications are accurate, professional, consistent and evidence-based. • Complying with Council policies on equality, diversity, health and safety, customer care and information governance. • Responding positively to feedback, audit findings and changes in legislation or policy.
Personal Development and Resources	This will involve: • Maintaining up-to-date knowledge of housing legislation, guidance and Council procedures. • Participating in supervision, training and development and applying learning to day-to-day work. • Using Council resources responsibly and considering the financial implications of housing decisions. • Sharing relevant information and good practice and contributing to the Resettlement Team.
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 undertaken 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 grading level and competence.

Person Specification

Job Title	Suitability Assessment Officer		
	Method of candidate assessment: A= Application form I= Interview T= Test. *Weighting: 3 = Essential, 2 = Desirable*	**A- 1-T**	Weighting
Minimum education/ qualifications:	• No mandatory qualification required. • Level 3 educational ability (e.g. A-levels, NVQ Level 3 or equivalent) or equivalent relevant experience is desirable.	A	2
Minimum experience/ knowledge/ skills:	• Experience delivering customer-focused assessment, advice or casework services, ideally in a local authority, housing or similar public service. • Knowledge or understanding of housing and homelessness services and issues affecting households in temporary accommodation. • Ability to gather, assess and interpret information and apply policies and procedures to individual circumstances. • Understanding of vulnerable households, safeguarding, equality and confidentiality. • Good written and verbal communication skills, including accurate records and correspondence. • Ability to use IT systems, manage a varied caseload, prioritise competing demands and meet deadlines.	AIT	3
Minimum competencies: Customer focus	• Demonstrates commitment to high-quality, customer-led services. • Understands vulnerable households' needs and provides a responsive, accessible and respectful service.	AI	3
Communicating and influencing	• Communicates clearly, sensitively and professionally with customers, colleagues and partner agencies. • Explains housing processes and complex information in an accessible way. • Produces clear and accurate written records and correspondence.	AIT	3
Building relationships, working together and in partnership	• Works collaboratively across departments and with external agencies. • Builds positive relationships with service users, representatives and partner organisations. • Shares relevant information appropriately to support service delivery.	AI	2
Respecting & implementing diversity	• Demonstrates awareness of equality and diversity issues in housing services. • Treats customers fairly and respectfully, recognising individual needs and circumstances.	AI	2

Planning, organising & **achieving results**	• Plans and prioritises own workload to meet deadlines and service targets. • Manages a varied caseload and responds effectively to competing demands. • Maintains accurate records and monitors progress against required actions.	AI	3
Embracing change	• Demonstrates a positive attitude to change and service improvement. • Adapts to changes in legislation, policy, procedures and working practices.	AI	3
Special conditions:	• DBS Disclosure: Basic		