London Borough of Redbridge

# Housing Needs

## Suitability Assessment Team Leader

## Job Description and Person Specification

## November 2026

# Job Description

| | |
|---|---|
| **Job Title:** | Suitability Assessment Team Leader |
| **Department:** | Housing Services |
| **Function:** | Housing Needs |
| **Team:** | Resettlement |
| **Post number:** | S007776 |
| **Grade:** | LBR 12 |
| **Hours/weeks:**<br>*E.g. 36 hours/52.14 weeks* | 36 hours/52.14 weeks |
| **Base location:** | Lynton House, Ilford |
| **Reports to:**<br>*Job title* | Resettlement Manager |
| **Responsible for:**<br>*Job titles of direct reports* | Suitability Assessment Officers |
| **Role purpose and role dimensions:**<br>*Overview of the job* | Lead a team responsible for:<br>• Undertaking high quality suitability assessments for households in temporary accommodation in line with the council's statutory duty.<br>• Ensuring all suitability requests for households in temporary accommodation are actioned appropriately, and that housing need information is consistently and accurately recorded.<br>• Providing advice to households in temporary accommodation on their resettlement to social housing or private rented sector (PRS) accommodation.<br><br>Be responsible for the provision of a lawful, efficient, and customer-focused service that meets statutory obligations and supports vulnerable households.<br><br>This is a specialist role that will be at the forefront of the services delivered to meet the objectives in the Homelessness Act 2017. The role requires extensive knowledge of the law relating to the management of temporary accommodation under part VII of the Housing Act 1996. |
| **Key external contacts:**<br>*Organisations* | • Service users, their representatives, and advocates<br>• Registered Providers (RPs)<br>• Private sector landlords<br>• East London Housing Partnership<br>• Other Local Authority housing allocations teams<br>• Choice Homes UK and Abritas (lettings system providers)<br>• Voluntary and statutory agencies |
| **Key internal contacts:**<br>*Job titles or groups of staff* | • Housing Options<br>• Reviews Team<br>• Temporary Accommodation Team |

| | |
|---|---|
| **Financial dimensions:**<br>*Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.* | • Responsible for achieving optimal value-for-money, working to get households out of temporary accommodation by recognising when they are suitable for resettlement. |
| **Key areas for decision making:** | • Suitability of temporary accommodation with regard to household need.<br>• Ensuring compliance with legislation and council strategy. |
| **Other considerations:**<br>*E.g. working patterns* | • May be required to work outside normal working hours to respond to emergencies or attend meetings.<br>• Participation in a duty rota as required by the service. |

| **Key accountabilities and result areas:** | **Key elements:** |
|---|---|
| **Leading the Suitability Assessment Team** | **This will involve:**<br>• Supporting the Resettlement Manager, by contributing to service plans and Homelessness strategies.<br>• Leading a team to deliver effective and efficient suitability assessments in line with legislation and council policy.<br>• Analysing performance data and provide regular management reports regarding operational performance.<br>• Assisting the Resettlement Manager in developing and implementing policies and procedures for suitability assessments.<br>• Identifying training needs and support staff development.<br>• Maintaining comprehensive knowledge of housing legislation including the Housing Act 1996, Homelessness Reduction Act 2017, Welfare Reform Act, Care Act, and Children's Act. |

| | |
|---|---|
| **Operations and Support** | **This will involve:**<br><br>• Leading a service which undertakes high quality and prompt suitability assessments of households in the council's temporary accommodation.<br>• Prioritising working through backlogs of suitability requests from households in temporary accommodation.<br>• Monitoring the processes of re-assessing households as they remain in temporary accommodation, ensuring that customer expectations are well managed and the council remains engaged with their specific circumstances.<br>• Working with the other Team Leaders in the resettlement team to ensure households are efficiently and effectively placed in accommodation, either social housing or PRS dwellings, that are appropriate to their needs.<br>• Ensuring customers' housing needs are effectively assessed in accordance with the Housing Act 1996 and the Allocations scheme.<br>• Ensuring the team produces any decisions and assessments to a professional standard.<br>• Maintaining and develop management information systems for monitoring team performance.<br>• Ensuring accurate record-keeping and compliance with data protection requirements.<br>• Preparing effective and professional responses to Members Enquiries, Complaints, and Ombudsman Enquiries, and Freedom of Information Requests as directed.<br>• Ensuring the team considers customers vulnerability under either the law on housing, the Care Act 2014, or the Children Act 1989 when carrying out assessments and making allocations.<br>• Ensuring the team are aware and live to issues relating to changes in customers circumstances, as well as the potential for fraud.<br>• Ensuring the team provide proactive and timely housing advice to customers in temporary accommodation to help them understand their position and the available housing opportunities relevant to their situations including social homes, sheltered, opportunities for private rented accommodation, mobility schemes, and supported housing.<br>• Ensuring officers contribute, as appropriate, to Personalised Housing Plans and that these are kept up to date following suitability assessments.<br>• Maintaining full and accurate records of all clients, advice, and support provided. Maintain accurate written and computer records, reports, and other monitoring information as required.<br>• Contributing to the overall development of the Council's Housing Needs service. |
| **Communication and Partnership** | **This will involve:**<br><br>• Working professionally with service users, their representatives and other agencies involved with the service.<br>• Representing the service at partnership boards and forums.<br>• Communicating with team members to cascade information and ensure employee feedback is encouraged.<br>• Ensuring team members understand and comply with information governance policies.<br>• Liaising with customers and agencies to find sustainable housing solutions for those with complex needs.<br>• Providing information to support court cases including reviews and judicial reviews. |

| | |
|---|---|
| **Systems and Process Development and Improvement** | **This will involve:**<br>• Developing and implement new operating processes to improve service delivery.<br>• Ensuring systems are used effectively for performance monitoring and reporting. |
| **Performance and Standards** | **This will involve:**<br>• Supporting the delivery of services which help to achieve the objectives in the Council's corporate strategy.<br>• Setting and monitor team targets in relation to suitability assessments.<br>• Ensuring compliance with council policies on equality, diversity, health and safety, and customer care.<br>• Promoting continuous improvement and innovation in service delivery. |
| **Resource Management** | **This will involve:**<br>• Training, supervising and supporting staff, planning personal development, and setting performance targets.<br>• Managing the team budget and resources effectively.<br>• Ensuring staff understand the financial implications of housing decisions<br>• Ensuring compliance with procurement rules and contract management best practice.<br>• Promoting equality in the workplace and set the tone for behaviour between colleagues. |
| **General accountabilities and responsibilities** | |
| **Green Statement** | **This will involve:**<br>• 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:**<br>• 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.<br>• 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.<br>• Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements. |
| **Conduct and Whistleblowing** | **This will involve:**<br>• 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:**<br><br>• 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:**<br><br>• 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:**<br><br>• 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:**<br><br>• 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:**<br><br>• Taking responsibility for continuing self-development and participating in training and development activities.<br>• Participating in the ongoing development, implementation and monitoring of the service plans.<br>• Supporting and contributing to value for money, service efficiencies and improvements. |
| **Flexibility** | **This will involve:**<br><br>• 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 Team Leader | | |
|---|---|---|---|
| | *Method of candidate assessment: A= Application form I= Interview T= Test. Weighting: 3 = Essential, 2 = Desirable* | **A-I -T** | Weighting |
| **Minimum education/ qualifications:** | • No mandatory qualification required, however, Level 5 educational ability (e.g., Foundation degree, NVQ level 5, or equivalent experience) is desirable. | A | 2 |
| **Minimum experience/ knowledge/ skills:** | • Substantial experience delivering assessment services, ideally within a local authority or similar environment.<br>• Effective stakeholder management skills.<br>• Knowledge of health and safety and landlord compliance<br>• Experience managing and motivating staff in a customer-focused environment.<br>• Comprehensive knowledge of housing law, especially the Housing Act 1996, Homelessness Reduction Act 2017, and related social care legislation.<br>• Ability to analyse complex issues, lead and develop staff, and use IT applications effectively. | AIT | 3 |
| **Minimum competencies: Customer focus** | • Demonstrates commitment to delivering high-quality, customer-led services.<br>• Understands the needs of vulnerable households and services that are responsive, accessible, and respectful. | AI | 3 |
| **Communicating and influencing** | • Able to communicate clearly and professionally.<br>• Can explain complex information in a way that is accessible and persuasive.<br>• Demonstrates confidence in responding to complaints and formal enquiries. | AIT | 3 |
| **Building relationships, working together and in partnership** | • Understands the importance of collaborative working across departments and agencies.<br>• Can provide examples of building effective partnerships to improve service delivery.<br>• Demonstrates ability to work professionally with service users and their advocates. | AI | 2 |
| **Respecting & implementing diversity** | • Demonstrates awareness of equality and diversity issues in housing services.<br>• Demonstrates commitment to promoting inclusive practices in the workplace. | AI | 2 |
| **Planning, organising & achieving results** | • Able to plan and prioritise work to meet deadlines and service targets.<br>• Can manage a varied workload and handle competing demands.<br>• Confident in setting objectives and using data and systems to track progress. | AI | 3 |

| | | | |
|---|---|---|---|
| **Embracing change** | • Demonstrates a positive attitude to change and innovation.<br>• Able to implement service improvements and adapt to policy changes. | AI | 3 |
| ***For those with managerial responsibility*** **Leadership** | • Able to provide clear direction and motivate a team.<br>• Can describe how they would lead by example and set professional standards<br>• Demonstrates understanding of how to align team objectives with corporate goals | AI | 2 |
| Managing and developing people | • Shows ability to supervise and support staff effectively<br>• Can identify development needs and describe how they would support learning.<br>• Demonstrates commitment to creating a positive and productive team environment. | AI | 3 |
| **Special conditions:** | • DBS Disclosure: Basic | | |