London Borough of Redbridge

Housing

Temporary Accommodation (TA) Officer
Job Description and Person Specification

November 2026

Job Description

Job Title:	Temporary Accommodation (TA) Officer
Department:	Housing
Function:	Housing Needs
Team:	Temporary Accommodation Team
Post number:	
Grade:	LBR 09
Hours/weeks: *E.g. 36 hours/52.14 weeks*	36 hours/52.14 weeks
Base location:	Lynton House, Ilford
Reports to: *Job title*	TA Allocations and Management 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*	• To allocate and manage temporary accommodation placements in line with the Temporary Accommodation Placement Policy and suitability assessments. • The role supports vulnerable households at risk of homelessness and contributes to the delivery of a lawful, efficient, and customer-focused service. • The officer will work closely with internal teams and external partners to ensure appropriate placements and tenancy support.
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 • Resettlement Team • Housing Management • Housing Asset Management
Financial dimensions: *Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.*	• No direct budget responsibility, but decisions may impact financial commitments and support in the reduction of void rates. • Working within operational guidance to achieve optimal value-for-money in the provision of temporary accommodation placements.
Key areas for decision making:	• Appropriate allocation of temporary accommodation based on customer need. • Determine prioritisation of in-borough offers and identify factors which increase positive outcomes for customers to inform out-of-borough allocation offers • Escalation of cases as appropriate to the Team Leader.

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:**
Allocation to Temporary Accommodation	**This will involve:** • Making placements into temporary accommodation to homeless households and those at risk of homelessness. • Ensuring placements are made in accordance with suitability assessments and policy. • Liaising with landlords, providers, and internal teams to arrange placements. • Completing sign-ups for new residents, ensuring the relevant documentation and agreements are completed, signed, and understood by the customer before the placement starts. • Conducting verification checks including financial, eligibility, and suitability assessments.
Supporting customers in Temporary Accommodation	**This will involve:** • Refer customers for tenancy sustainment, floating support, and resettlement services. • Provide advice on housing options including mobility schemes and prevention pathways. • Review and update Personalised Housing Plans at required intervals. • Maintain contact with customers and identify changes in circumstances, taking appropriate action.
Management of Temporary Accommodation	**This will involve:** • Ensuring customers meet the responsibilities of their Temporary Accommodation agreement. • Ensure landlords of Temporary Accommodation respond to issues around property maintenance and health and safety. • Respond to and resolve antisocial behaviour complaints. • Ensure timely reporting of termination of placements. • Carry out regular and targeted occupancy checks at all temporary accommodation properties, including those managed by external agents, to verify continued residence, identify unauthorised absences, and detect early vacation of properties. • Be live to indicators which might flag fraud.
Maintaining Records	**This will involve:** • Maintain accurate records of placements, offers, refusals, and tenancy outcomes. • Collaborate with agents and landlords to ensure timely and accurate reporting of household departures, and proactively following up where discrepancies or delays are identified. • Record and report findings from occupancy checks in accordance with council procedures, maintaining accurate and auditable records, and escalating concerns or anomalies to the Team Leader as appropriate. • Using housing systems to manage allocations and monitor performance. • Updating homelessness systems and Personalised Housing Plans. • Maintain electronic files and audit trails in line with information governance policies. • Supporting the development of internal procedures and publicity materials. • Ensuring compliance with statutory requirements, codes of guidance, and council policies.

Communication and Partnership	**This will involve:** Providing advice and support through interviews, correspondence, outreach, and workshops. • Liaising with statutory organisations, advocates, and third sector providers. • Responding to enquiries, complaints, and correspondence from clients and their representatives. • Representing the team at meetings with external organisations. • Contributing to the production of advice materials and public information.
Performance and Standards	**This will involve:** • Ensuring processes are proactively managed and deadlines met, especially around void turnaround. • Meeting performance targets including numbers of PRSO placements and B&B reduction. • Providing statistical information and contribute to service monitoring. • Maintain high standards of customer care and service delivery.
Resource Management	**This will involve:** • Supporting induction and training of new staff. • Providing support for both in-borough and out-of-borough placements. • Ensuring decisions reflect value for money and long-term sustainability.
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 the grading level and competence.

Person Specification

Job Title:	Temporary Accommodation Officer		
	Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important	**A - I – T**	Weighting
Minimum education/ qualifications:	• No mandatory qualification required, however Level 4 educational ability (e.g. NVQ Level 4, HND, BTEC Professional, or equivalent experience) is desirable.	A	2
Minimum experience/ knowledge/ skills:	• Knowledge of the Housing Act 1996 (Part VII), Homelessness Reduction Act 2017 • Understanding of the Care Act, Children's Act, and Welfare Reform Act • Experience working with vulnerable customers and providing appropriate support • Experience in housing advice, homelessness prevention, or temporary accommodation • Experience of working in a demanding front-line customer service environment • Experience of record keeping and using housing systems effectively • Experience of working to performance targets and deadlines • Understanding of equality and diversity issues in housing services • Strong organisational skills and ability to manage workload effectively • Excellent interpersonal and communication skills (face-to-face, phone, written) • Ability to interpret complex information and explain it clearly to customers • Ability to work independently and prioritise tasks • Problem-solving ability • IT literacy including Microsoft Word and Excel • Commitment to customer service and continuous improvement • Willingness to work flexibly and outside normal hours if required	A I T A I T A I T A I T A I T A I T A I T A I T A I T A I T A I T A I T A I T A I T A I T	2 2 3 2 2 2 3 2 3 3 3 3 3 3 3
Minimum competencies: Customer focus	• Demonstrates a positive attitude towards customer service. • Understands the needs of vulnerable households.	AI	3
Communicating and influencing	• Communicates clearly and professionally. • Able to convey complex advice and concepts simply and understandably. • Demonstrates excellent interpersonal skills across face-to-face, telephone and written formats.	AIT	3
Building relationships, working together and in partnership	• Able to build and maintain effective working relationships with a variety of stakeholders. • Works professionally to resolve housing issues. • Understands the value of collaborative working and contributing to team development.	AI	2
Respecting & implementing diversity	• Demonstrates awareness of equality and diversity issues in housing services. • 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. • Can manage a varied workload and handle competing demands.	AI	3

Embracing change	• Demonstrates a positive attitude to change and innovation.	AI	3
Special conditions:	DBS Disclosure: Basic		