London Borough of Redbridge

Housing

Housing Solutions Advisor
Job Description and Person Specification

September 2026

Job Description

Job Title:	Housing Solutions Advisor
Department:	Housing
Function:	Housing Needs
Team:	Housing Solutions Team
Post number:	
Grade:	LBR 05
Hours/weeks:	36 hours / 52.14 weeks
Base location:	Lynton House - Ilford
Reports to: *Job title*	Housing Solutions Triage Team Leader
Responsible for: *Job titles of direct reports*	No direct line management but may be responsible for the supervision of workers, trainees and work placement staff on occasion

Role and Context	
Overall Role Purpose:	To undertake a training programme and become responsible for the effective delivery of the Council's statutory investigation and assessment process for households who approach the Council in housing need. This will involve a statutory assessment of their circumstances, as well as ensuring that, wherever possible households are prevented from becoming homeless, by securing their residence in their current accommodation. When this is not possible, or appropriate, to present a range of housing options to resolve their housing needs. The postholder will engage in a two year programme to develop the ability for dealing with a range of cases, including complex cases which may be subject to judicial review and ombudsman enquiries. The postholder will be required to develop a comprehensive and up-to-date knowledge of relevant legislation, policy and procedures on homelessness and to provide innovative advice and solutions when dealing with complex and difficult cases.
Role Context:	• 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. • 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. Officers will work with a full range of customers and scenario's but may specialise in teams focussed on prevention for single people, prevention for families or homeless assessment decision-making

Key Accountabilities and Result Areas	
1. Strategy and Planning	• The post holder will be required to develop a comprehensive knowledge of all housing advice and homelessness legislation, other general housing legislation, welfare benefit expertise and knowledge of the adult & children social care environment and impact and to use this knowledge to support customers and achieve positive outcomes • The post holder will be required to develop a specialist knowledge of the Housing Act 1996, the Homelessness Reduction Act 2017, the Children Act, and the Care Act. Combined with specialist knowledge of the Welfare Reform Act.

	• The post holder needs to use this knowledge to work collaboratively with customers to identify the most appropriate and effective solutions to their housing problems and to do so proactively at the most appropriate time – ensuring the maximum opportunities for early intervention • The post holder will be required to be innovative, dynamic and solutions focussed 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.
2. Operations and Support	• To provide an effective, customer-focussed and efficient service to customers presenting with housing problems; to support them in keeping their current home or in accessing a new home in the public or private sector. • To prioritise early intervention and create an environment for responding to customers issues as soon as possible • To provide proactive and timely housing advice to customers so they understand their current housing position, their rights and responsibilities in their current accommodation including in respect of security of tenure, protection from eviction, accommodation condition and repair, rent and mortgage debt and tenancy deposit protection, matrimonial rights and referrals are made to the landlord and tenant specialist as appropriate • To develop the ability to advise customers on full range of options to solve their housing problem, including - how the council can intervene if they are threatened with homelessness - joining and priority on the housing register and housing mobility options - options for private renting, supported housing, moving out of London, shared ownership and obtaining a mortgage • To refer customers for specialist information as necessary – on landlord and tenant issues, mobility options, resettlement and rough sleeping • To develop the ability to provide a professional and effective housing options interview and homelessness investigation service to all customers, including those with no clear priority need or who may be intentionally homeless; taking a full application from the customer, developing and issuing a personalised housing plan aimed at preventing or relieving • To develop the ability to assess the customers housing needs in accordance with the Homelessness Act 2017 and to do so in the context of the potential for customers vulnerability under either the law on housing, the Care Act 2014, or the Children's Act 1989 • To complete the Personalised Housing Plan following a detailed assessment with all customers as part of the first interview process and to ensure this Personalised Housing Plan is kept up to date. • To ensure support needs are identified recorded and acted upon and to refer for resettlement support as required • To ensure the personal housing plan provides a detailed picture of the customer housing requirements and needs, especially as affected by their support needs and affordability issues in order that accommodation suitability information can be gathered and assessed • To learn to provide an effective homeless prevention service for single applicants and where appropriate to those whom the council may not have a statutory duty. This should include advice to sustain their current accommodation and to identify other options in the private rented sector accommodation, hostels and supported housing, refuge or other solutions which may help to prevent or defer homelessness. • To learn to carry out casework on the customers case – collating and analysing initial information and documentation relating to a client's circumstances, using available prevention tools and deciding in line with new legislation when to move an application from a prevention or relief stage to the final duty the council may owe the applicant • To use relevant identity/credit software that enables the service to check and verify the accuracy of a homeless approach or application, and the circumstances affecting the service user. • To develop the ability to write and issue statutory S184 decision letters, letters of referral to other authorities where an applicant's local connection lies elsewhere, and outcome letters, to advise the applicant of the outcome of their initial interview • To request the provision of temporary accommodation where necessary • To carry out detailed enquiries on cases subject to statutory review proceedings as directed by the Housing Reviews Manager. • To learn and comply with all relevant statutory requirements, Government Guidance and Codes, Redbridge policies and procedures, professional and performance standards and best housing and homelessness prevention practice. • To ensure the accurate recording of all customers and all advice and support provided and to ensure this is actively updated as situations change. To maintain accurate written and computer records, reports, & other monitoring information as required in connection with the various duties

	undertaken, and keep other records necessary to provide an adequate management information data base and electronic file • To advise clients of available tenancy support services including floating support, income maximisation, debt and rent arrears advice, Discretionary Housing Payments, Housing Benefit support, mobility mutual exchange and under-occupation schemes • Any other duties appropriate to the post and grade.
3. Systems and Process Development and Improvement	• To utilise the homelessness system to produce 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 relevant filing systems providing a thorough audit trail of activity and key documents in line with agreed process
4. Communication Partnership	• To develop effective working relationships with colleagues within Redbridge, other council and statutory services, external bodies, service users, landlords as well as voluntary and other housing organisations and ensure effective referrals. • To assist in developing full range of information and publicity for all clients as well as supporting the development of internal procedures. • To understand the value of information to the council and to contribute to good information governance by keeping information safe, accurate and up to date and available to those who need it. Officers are required to abide by the council's information governance policies. • To provide advice services to clients through personal or telephone interviews, correspondence, advocacy, reception, home visiting, outreach work and surgeries, workshops and talks to customer groups. • To deal with enquiries, complaints and correspondence from clients and their advocates, including solicitors, councillors, MPs, the ombudsman and other housing providers, in line with the Council's complaints and enquiries procedure. • Prepare information as required to support court cases for which the post-holder is responsible (reviews and appeals, judicial reviews etc.). • 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. • Officers are required to liaise with customers, statutory organisation, advocates and third sector providers to arrive at a sustainable housing solution for customers with complex and multiple needs for example mental health combined with drug and or alcohol addiction. • Internal Contacts: Staff in Housing and across other council services • External Contacts: MPs, Solicitors, Advocates, Advice Agencies, People Directorate, Health, Redbridge Enforcement, Youth Offending Team, Police, Probation Service, private sector landlords, Hostels and Bed & Breakfasts, service users, their friends, relatives and advisors.
5. Performance and Standards	• 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 learn to answer members enquiries and draft responses to complaints / enquiries on individual cases as required. • To provide statistical information on performance as requested.
Key Performance Outcomes	• Homelessness is prevented • Temporary accommodation numbers are reduced • Homelessness decision making targets are met • Expenditure on temporary accommodation is reduced

6. Resource Management	• The postholder has no specific budget management responsibilities. However decisions can have significant financial impacts and cause both the commitment of resources and of long term housing provision commitments. As below: - to provide support for various housing options (for example provision of a rent incentive); - homelessness decisions to accept or refuse a duty; - or to provide temporary accommodation;

Corporate Accountabilities	All employees of the Council should undertake and conduct their work with due regard to the corporate accountabilities (available on the Redbridge Council website). These include responsibilities for outcomes regarding Equality, Conduct & Behaviour, Health & Safety, Data Protection, Safeguarding and Customer Care.

Flexibility	The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required by the line manager, which are broadly commensurate with the job level and scope of competence. The postholder may be required to participate in the rota to provide the homelessness out of hours service

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			
Knowledge & Experience	*Method of candidate assessment: A = Application form I = Interview T = Test* *Weighting: 3 = most important 2 = least important*	A - I - T	Weighting
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	2
Knowledge	• Some awareness of the housing problems experienced by customer	AIT	2
Experience	• Experience of working in a team • Experience of working with customers • Experience of effective record keeping including electronically • Experience of successfully working to performance targets and deadlines	AIT	3
Skills / Abilities	• Excellent interpersonal skills including active listening, advocacy and negotiation • Excellent communication skills • Ability to gain, and retain, the confidence and respect of staff, service users and other contacts. • Ability to work unsupervised, prioritise workloads and achieve targets and deadlines • Analytical • Ability to work effectively and even-handedly with people from diverse backgrounds and circumstances • IT literate and able to use computer software effectively • Demonstrate a positive attitude towards customer service • Be self-motivated and be able to work in a demanding environment • Demonstrate a flexible and innovative approach to problem solving • Ability to be pro-active and creative in helping to resolve complex customer problems	AIT	3
Special Conditions of Service	• To work outside normal working hours to respond to emergencies or attend meetings • 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. • To comply with the Council's Health & Safety Policy.	AIT	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 Councils 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.	AIT	3
Effective and Collaborative Team Working	• 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.	AIT	3
Working Pattern and travel	• Customer facing role, hybrid working pattern subject to the service needs.	I	3
Safeguarding and Disclosure	**DBS Disclosure Required?** Basic	A	3