London Borough of Redbridge

Housing Needs

PRS Resettlement Officer

Job Description and Person Specification

November 2026

Job Description

Job Title:	PRS Resettlement Officer
Department:	Housing Services
Function:	Housing Needs
Team:	Resettlement
Post number:	
Grade:	LBR 9
Hours/weeks: *E.g. 36 hours/52.14 weeks*	36 hours/52.14 weeks
Base location:	Lynton House, Ilford
Reports to: *Job title*	Resettlement Manager
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 and Context	
Overall Role Purpose:	• To specialise in the carrying out accommodation suitability assessments of households accommodation needs under homelessness prevention and relief duties, for mainstream temporary accommodation provision and private sector discharge • To provide an effective, professional service which includes offering customers in housing need a full range of advice and interventions related to their housing options in the private and public sector with the aim of ensuring a comprehensive service to prevent homelessness • To provide an effective, professional homelessness service including the assessment and investigation of homeless approaches and applications in line with the Councils' statutory duties under Housing Act 1996 Part 7 and relevant case law. • To work with customers to develop, update and review Personalised Housing Plans for customers on behalf of the council in light of the Homelessness Reduction Act 2017. Working with customers to implement these plans to ensure that homelessness is prevented or relieved through active interventions and pursuit of effective housing options • To reduce the need for provision of temporary accommodation and resulting expenditure by ensuring effective options, prevention and relief activity To take responsibility for the recording of high quality, key data on homelessness for submission to the Department for Communities and Local Government ensuring key trends on homelessness, the causes and solutions are available for analysis locally and to the Government to measure the impact of homelessness nationally
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 focus on ensuring accommodation provided for prevention and relief and full duty meets suitability requirements and minimises successful reviews and unsuitable offer of accommodation.

Key Accountabilities and Result Areas

1. Strategy and Planning	• Possess comprehensive knowledge of all housing advice and homelessness legislation, including the Housing Act 1996, the Homelessness Reduction Act 2017, the Children Act, the Care Act, and the Welfare Reform Act. • Understand welfare benefits and the social care environment, including both adult and children's social care, to assess impacts and provide informed support to customers. • Use specialist knowledge to work collaboratively with customers, identifying the most appropriate and effective solutions to their housing problems at the earliest opportunity to maximise early intervention. • Apply strong negotiation, influencing, and problem-solving skills to build relationships, support customers, and engage with accommodation providers to achieve positive housing outcomes. • Be innovative, dynamic, and solutions-focused, exploring all available housing options to prevent homelessness. • Contribute to the ongoing development and design of services and solutions to enhance customer support and improve homelessness prevention strategies.
2. Operations and Support	• Deliver a full range of housing advice and homelessness services, including prevention, assessment, and accommodation suitability evaluations. • Support customers in understanding their housing options, including staying in their current home, securing new accommodation in the public or private sector, or exploring supported housing and mobility schemes. • Prioritise early intervention, ensuring timely responses to housing issues and maximizing opportunities for prevention. • Provide proactive and timely housing advice on rights and responsibilities, security of tenure, eviction protection, accommodation conditions, rent and mortgage debt, tenancy deposit protection, and matrimonial rights. • Advise on all available housing options, including Council intervention for those at risk of homelessness. Housing register applications and mobility options. Private renting, supported housing, relocation, shared ownership, and mortgage options. • Refer customers to specialist support services, such as landlord-tenant specialists, resettlement programs, and rough sleeping support. • Conduct professional housing options interviews and homelessness investigations, developing and issuing Personalised Housing Plans (PHPs) tailored to individual needs. • Assess customer housing needs in line with the Homelessness Reduction Act 2017, the Care Act 2014, and the Children's Act 1989, ensuring appropriate support for vulnerable individuals. • Maintain and update Personalised Housing Plans, identifying support needs, affordability concerns, and accommodation suitability requirements. • Provide a homelessness prevention service, offering advice on sustaining current accommodation or securing alternative housing, including hostels, refuges, and private rentals. • Manage homelessness casework, gathering and analysing client information, applying prevention tools, and determining eligibility for homelessness assistance. • Utilise identity and credit verification software to assess the accuracy of homeless applications and service user circumstances. • Issue statutory decision letters, including S184 decision notices, referrals to other authorities, and outcome letters, ensuring applicants are informed of their housing status. • Request temporary accommodation provision where necessary, ensuring compliance with statutory requirements and best housing practices. • Carry out detailed case reviews for statutory review proceedings as directed by the Housing Reviews & Service Improvement Manager. • Ensure accurate record-keeping, maintaining written and electronic records of customer interactions, advice given, and case progress. • Provide advice on tenancy support services, including floating support, income maximisation, debt and rent arrears advice, Discretionary Housing Payments, Housing Benefit, and mobility schemes. • Comply with all relevant statutory requirements, government guidance, local authority policies, and professional standards to deliver best practices in housing and homelessness prevention. • Perform additional duties as required within the scope of the role and grade.

	• 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 write and issue statutory SI 84 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 & Service Improvement Manager. • To 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 NEC DM providing a thorough audit trail of activity and key documents in line with agreed process
4. Communication Partnership	• Develop effective working relationships with colleagues across Redbridge, other council services, statutory bodies, landlords, voluntary organisations, and external housing providers to ensure seamless referrals and support. • Collaborate closely with the Housing Supply Service and those responsible for procuring and allocating accommodation to ensure it meets specific customer needs. • Work with Reviews Officers and Complex Case Officers to minimise issues related to the suitability of accommodation offers. • Assist in developing comprehensive information and publicity materials for clients, while supporting the refinement of internal procedures. • Ensure good information governance by maintaining data accuracy, security, and accessibility, in line with council policies. • Provide advice services through various channels, including personal or telephone interviews, correspondence, advocacy, reception, home visits, outreach work, workshops, and customer group talks. • Handle enquiries, complaints, and correspondence from clients and their advocates, including solicitors, councillors, MPs, the ombudsman, and other housing providers, in accordance with the Council's complaints and enquiries procedures. • Prepare and provide information for court cases, including reviews, appeals, and judicial reviews, as required. • Ensure compliance with health and safety policies, attending relevant training and working with management to uphold safety procedures and risk assessments. • Liaise with customers, statutory organisations, advocates, and third-sector providers to develop sustainable housing solutions for individuals with complex needs, such as mental health issues combined with substance misuse. • Maintain internal and external partnerships, working with: • Internal Contacts: Housing staff and other council services. • External Contacts: MPs, solicitors, advocates, advice agencies, People Directorate, health services, Redbridge Enforcement, Youth Offending Team, police, probation services, private sector landlords, hostels, bed & breakfasts, service users, and their support networks.

5. Performance and Standards	• Recognise the critical impact of homelessness on customers and deliver early, accurate, and high-quality advice. • Maintain accurate record-keeping and use relevant systems to ensure comprehensive reporting on individual service provision and overall homelessness trends. • Proactively manage casework, ensuring key deadlines for customer action plans and casework processes are met. • Respond to member enquiries and draft responses to complaints and individual case enquiries as required. • Provide statistical information on performance when requested. • Engage in a learning culture, critically reflecting on personal performance to identify opportunities for self-improvement.
Key Performance Outcomes	• Prevent homelessness through early intervention. • Reduce reliance on temporary accommodation. • Meet homelessness decision-making targets. • Minimise expenditure on temporary accommodation. • Ensure timely responses to reviews, complaints, and appeals. • Maintain high-quality, legally compliant decision-making. • Monitor key metrics, including legal spending and temporary accommodation numbers.

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 responsibilities and duties of the role are not exclusive or exhaustive, requiring flexibility to support service delivery. The postholder may be required to undertake additional responsibilities as directed by the line manager, provided they fall within the scope of the job level and competence. There is also an option to participate in the Out of Hours homelessness service, with financial compensation in accordance with the agreed Pay Policy.

Person Specification Knowledge & Experience *Method of candidate assessment: A = Application form I = Interview T = Test*		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
Key Subject or Content Areas (inc: Desirable Qualifications)	• 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	AI	2
Knowledge	• Thorough understanding of inner city housing issues • Understanding of access to social housing locally • Awareness of issues and initiatives facing local authority housing • Good knowledge of relevant Lettings, Homelessness and Housing Act legislation including security of tenure and private tenants' rights • Knowledge of relevant case law and Codes of Guidance • A good knowledge of services, benefits and support available to applicants experiencing housing problems	AI	2 2 2 2 2 3
Experience	• Experience of providing an effective advice service to members of the public • Experience of implementing an equality and diversity approach to service delivery • Experience of working in a team • Experience of working in a demanding front line customer service environment • Experience of dealing effectively with confrontational and challenging situations • Experience of working with vulnerable customers and providing appropriate support Experience of working with homeless customers and those in housing need • Experience of carrying out interviews, investigations, negotiations • Experience of effective record keeping including electronically • Experience of successfully working to performance targets and deadlines	AI T	2 2 2 3 3 2 2 2
Skills / Abilities	• Excellent interpersonal skills including active listening, advocacy and negotiation • Excellent communication skills including the ability to write detailed technical letters and reports and to direct complex interviews and convey complex advice simply and understandably to customers • 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 • Ability to gather information and interpret complex issues e.g. legislation and Case Law quickly, to think creatively about problems and identify solutions • 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 under pressure • Demonstrate a flexible and innovative approach to problem solving Ability to be pro-active and creative in preventing homelessness and resolving complex customer problems	AI T	2 2 3 3 2 2 2 2 2 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.	I	2 2 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.	I	2
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.	I	2 2 2
Safeguarding and Disclosure	**DBS Disclosure Required?** Not required/ Basic		