

## **GREENWICH COUNCIL JOB DESCRIPTION**

DEPARTMENT: Directorate of Housing Services

POSTHOLDER: GRADE: S02

SECTION: Temporary Accommodation Service

JOB TITLE: Temporary Accommodation Relocation Officer

POST NO:

REPORT TO: Temporary Accommodation Reduction Team Leader

### **JOB PURPOSE**

1. To contribute to the Royal Borough of Greenwich's Temporary Accommodation (TA) Reduction Programme by leading on the relocation and resettlement of homeless households into long-term, suitable, and affordable housing.
2. The post holder will secure accommodation primarily within the private rented sector (PRS), ensuring compliance with statutory duties relating to affordability, suitability, and the lawful discharge of homelessness duties under Part VII of the Housing Act 1996 (as amended) and the Homelessness Reduction Act 2017.
3. The Temporary Accommodation Relocation Officer will work closely with internal teams, landlords, letting agents, housing providers, and partner boroughs to deliver sustainable housing outcomes, enabling Homeless households to move from temporary accommodation into permanent homes.

### **MAIN DUTIES**

1. Identify and secure affordable, suitable accommodation options both in-borough and out-of-borough, ensuring all offers meet statutory and policy requirements.
2. Undertake affordability and suitability assessments, ensuring households are able to sustain their accommodation and that all discharges of duty are legally compliant.
3. Manage a caseload of households ready to move from temporary accommodation, providing advice and practical assistance to support relocation and settlement.
4. Deliver end-to-end resettlement support, including coordination of removals, utilities, furniture, and starter packs to facilitate smooth moves.
5. Support households to access financial assistance such as prevention funds, rent in advance, deposits, and the Household Support Fund/Grants to remove barriers to relocation.
6. Liaise with Move-On Officers and Temporary Accommodation Officers to ensure households identified as ready to move are prioritised for suitable properties.
7. Develop and maintain effective relationships with landlords, letting agents, registered providers, and other local authorities to increase the supply of affordable accommodation.
8. Negotiate rent levels, deposits, and incentive payments, ensuring value for money and

adherence to Council budgets.

9. Prepare discharge documentation, ensuring each offer meets all legal and procedural requirements before submission for sign-off.
10. To discharge the Council's homelessness duty in line with housing legislation and the Council's policies on suitability and affordability
11. Record and maintain all casework accurately using systems such as Jigsaw and Northgate, ensuring compliance with GDPR and audit standards.
12. Contribute to the achievement of service performance targets, including a minimum of 50 successful relocations per officer per year.
13. Provide high-quality customer service to households, ensuring clear communication, empathy, and professionalism at all times.
14. Identify and respond to safeguarding concerns, referring cases appropriately in line with Council policy.
15. Provide regular reports, performance updates, and data for management, governance, and funding purposes.
16. Participate in service reviews, team meetings, and training to support continuous improvement and professional development.
17. Undertake any other duties consistent with the purpose and grade of the post as required by management.