

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT: Housing & Safer Communities
POSTHOLDER

SECTION: Temporary Accommodation
GRADE: S02

POST DESIGNATION (TITLE) Temporary Accommodation Relocation Officer

Purpose of Job:

To be responsible to TA Reduction Team Leader.....for:

- i) Supporting households to relocate from temporary accommodation into sustainable housing options.
- ii) Delivering targeted relocation initiatives such as incentives, out-of-borough moves, and private rented sector placements.
- iii) Engaging with landlords, tenants, and partner agencies to reduce homelessness and improve housing outcomes.

Manages up to 0 directly managed staff.

Manages up to 0 indirectly managed consultancy/contracting staff.

Main Duties:

1. Deliver tailored relocation advice and support to homeless households placed in temporary accommodation. This includes providing practical guidance on eligibility and the move on process.
2. Conduct home visits to customers in Temporary Accommodation in order to provide advice and support, if necessary.
3. Respond to general enquiries, complaints and members enquiries.
4. Facilitate planned moves into private rented sector, supported accommodation, and social housing as appropriate.
5. To advise and assist service users in accessing financial assistance, employment, and local amenities when relocating.
6. Maintain accurate records of casework, outcomes, and contribute to the monitoring of service performance.
7. Attend internal and external meetings and represent the service as required.
8. Participate in service development projects and initiatives to improve move on options and outcomes.
9. Work closely with the Housing Inclusion, Temporary Accommodation, and Private lettings teams to identify move-on opportunities.

10. Maintain accurate records on housing systems including case notes, applications, offers, and outcomes.
11. Monitor and review incentive schemes and liaise with finance for timely payments to landlords and tenants.
12. Develop strong working relationships with landlords, letting agents, and housing providers to promote schemes.
13. Support wider homelessness prevention strategies including tenancy sustainment and housing pathways.
14. Prepare reports and performance data to support service delivery and continuous improvement.
15. To undertake any other work appropriate to the level and general nature of the post's duties.
16. Where necessary, participate in training and development courses via the Council.
17. Undertake all duties with due regard to health & safety, Data Protection/GDPR, Equal Opportunities, and Customer Care policies.
18. Perform all duties in line with Council staff values, including commitment, respect, fairness, ownership, improvement, and collaboration.
19. DBS and will be supported by Safer Recruitment tools.
20. May be required to undertake additional/alternative duties or transfer departments during crises or emergencies as reasonably directed by the Council.

20 To undertake any other work appropriate to the level and general nature of the post's duties.

21) Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.

22) To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.

23) To perform all duties in line with Council's staff values showing commitment to improving residents lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.

24) To ensure that appropriate levels of emergency planning and business continuity management preparedness are in place for the service, and that your teams are appropriately briefed on their roles in an emergency."

25) To be responsible for undertaking employee investigations, hearings and appeals in line with the RBG policies and procedures.

27) This post requires a Standard DBS and will be supported by Safer Recruitment tools

18) To undertake supervision/management of staff as and when required.

19) You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

Designation of the Post to which the Post-Holder normally reports to: TA Reduction Team Leader

