



# HILLINGDON

LONDON

Job Profile

August 2025

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<b>JOB TITLE:</b>	Home Finder Officer
<b>GRADE:</b>	SO2
<b>POST NO:</b>	Post specific
<b>JOB TIER:</b>	5 (Non management)
<b>DBS CHECK:</b>	Enhanced
<b>DIRECTORATE:</b>	Residents Services
<b>SERVICE:</b>	Housing Needs and Homelessness
<b>Reports to:</b>	Home Finder Team Manager
<b>Direct Reports:</b>	Nil
<b>Indirect Reports:</b>	Nil

**ROLE PURPOSE:**

Provide an efficient, high-quality, and resident-focused service to diverse client groups. Meet targets for procuring accommodation in the private rented sector for the Council's use in prevention and relief duties, temporary accommodation duties and move on duties.

Increase the number of households accessing the private rented (PRS) to avoid Temporary Accommodation (TA) and move on from emergency and TA by efficiently securing PRS housing for residents in need. Procure PRS properties on commercially viable terms for Hillingdon households and manage relationships with landlords. Provide advice and guidance to landlords to build trust in the PRS market and develop relationships, thereby increasing the supply of accommodation.

# A . J ob Des cr ipt ion

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## 1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- To ensure that the resident voice is heard and translated into tailored offers.
- Collaborate with other services and agencies to provide comprehensive support to residents.
- Contribute to the delivery of the five commitments to residents from the Council Strategy.

## 2. People Management

- No direct supervisory responsibility however there may be a requirement to assist in the induction and training of peers and new employees.

## 3. Operational Service Delivery

- To work as part of a team in delivering day-to-day activities of the Home Finder Team. Ensure all residents requiring TA are placed.
- To liaise with a range of private sector providers and procure properties to meet the Council's statutory duties across a number of service areas.
- Work with the Home Finder Manager to ensure that all accommodation suppliers are meticulously vetted in accordance with relevant legislation to ensure they are fit and proper landlords.
- Engage in negotiations with managing agents and landlords to secure and renew different types of temporary and permanent accommodation, ensuring the needs of homeless clients under the Council's statutory responsibility are met.
- Identify available TA for homeless households and visit new temporary accommodations to establish working relationships and service standards with other accommodation providers.
- Build and sustain partnerships with private sector suppliers, such as estate and lettings agents, to secure PRS properties.
- Advise individual landlords on all available options for letting their properties via the Council. Promote the benefits of working with the Council with landlords and private sector suppliers.

- Meet targets for acquiring properties in the PRS for the Council's use in TA, homelessness prevention, or fulfilling housing obligations.
- Negotiate with managing agents, landlords, and tenants to secure and allocate appropriate private rented accommodation, either as a measure to prevent homelessness or to fulfil housing duties for clients in temporary accommodation.
- Maintain electronic record of all landlords who have shown interest in letting their properties to the Council, follow up with them, and encourage property supply. Optimise the conversion rate from initial enquiries to successful lettings.
- Inspect properties designated for Council-managed or supported schemes, both before acquisition and at the time of return.
- Identify cost-effective opportunities to acquire accommodation in the PRS, considering council expenses, welfare benefit legislation, and the private rental market.
- Conduct pre-inspections of properties as needed and ensure managing agents or landlords adhere to lease or management agreement requirements.
- Ensure all documentation, insurance, and certificates for leased properties are obtained and verified before use.
- Adhere to the Council's safeguarding policies and procedures and undertake relevant training to help protect children and adults at risk of harm within the borough.
- Work flexibly in line with organisational requirements, including working from designated local hubs as part of regular working arrangements.

#### **4. Service Planning & Development**

- Contribute to the annual Team Plan, aligned to the Group / Service Plan(s), that sets out clear objectives and priorities for the team.
- Input actively to any Service Level Agreements (SLAs) covering all aspects of service delivery, including performance and response levels.
- Take part in training, development and service planning activities.
- Develop, maintain, and advance in-depth knowledge both through self-led learning and formal and informal training opportunities.
- Engage in personal and team development through 1-1s, appraisals, team meetings, and performance reviews.

- Support and champion the implementation of changes to service delivery.
- Identify and act on potential efficiency savings to drive continuous service improvement.

## 5. Financial & Resource Management

- Ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- Recognise the potential for transferring costs and liabilities onto other services and respond by adapting and tailoring support to contain pressures.
- Deliver against allocated budgets and MTFS saving targets.
- Be financially conscious and ensure that spending and resources are managed efficiently. This includes managing time, avoiding unnecessary waste, to reduce financial impact.

## 6. Service Improvement

- Actively participate in the implementation of improvement initiatives and change programmes using the Council's project management, service improvement methodologies and operating model.
- Adopt continuous improvement whilst undertaking role functions.
- Contribute to the Council's transformation agenda, leading by example and inspiring others to embrace change.
- Monitor and report on service delivery performance against agreed targets, identifying areas for improvement and work closely with the Home Finder Manager to implement necessary changes.
- Contribute to the development and review of policies related to Housing Needs and Homelessness prevention, ensuring compliance with relevant legislation and best practices.

## 7. Contacts

- Primary contact will be with other officers within the Council, and service users / residents and their representative bodies. **Internal contacts will include:**
  - Housing Management
  - Procurement
  - Finance
  - Voids, Repairs and Compliance Team
  - Resident Hub
  - Adult Social Care & Health

- Children's Services
- Community Safety Team
- Legal Services
- Environmental Health
- Councillors and MPs

**External Contacts will include:**

- Landlords and Agents
- Police
- London Fire and Emergency Planning Authority
- Contractors
- Registered Social Landlords
- Local Authorities
- Probation Services
- Third Sector Organisations
- Health

**8. Additional Responsibilities**

- When required and as part of flexible working – to work within other Services and Directorates in support of the Council's overall objectives and projects.
- Contribute to the delivery of the outcomes on the Housing and Homelessness Prevention and Rough Sleeping Review Strategies.
- Participate in a rota system for the Emergency Out of Hours Housing Service, offering housing advice and sourcing emergency accommodation, if required.
- Complete other reasonable tasks to fulfil role purpose or as instructed by management.

**9. Key Performance Indicators**

- Work closely with the Home Finder Manager to monitor the timely resolution of resident issues, ensuring that concerns are addressed promptly and effectively.
- Contribute to individual and team performance targets, make suggestions for service improvements to ensure the delivery of excellent housing services, which deliver value for money.
- Contribute to good performance on relevant key performance indicators both local and statutory.
- Deliver against any agreed Service Levels.
- Deliver the agreed Personal Appraisal Goals.

This profile and job description is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of this role.

## B . P e r s o n S p e c i f i c a t i o n

### Home Finder

This person specification will be used for recruitment to this vacancy of **Home Finder** in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

<b>1. QUALIFICATIONS</b>	<b>ESSENTIAL</b> ☐	<b>DESIRABLE</b> ☐
Hold an appropriate qualification in relevant field: NVQ, Diploma, relevant degree or experience.	☐	
5 or more GCSEs including English Maths (Grade C/level 4 or above).	☐	
Evidence of continuing personal professional development.		☐
<b>2. STATUTORY or ROLE SPECIFIC REQUIREMENTS</b>	<b>ESSENTIAL</b> ☐	<b>DESIRABLE</b> ☐
Ability and willingness to attend out hours meetings and visits to meet the needs of residents and the service. Including working flexibly from designated local hubs as part of regular	☐	
working arrangements. rota system for the Emergency Out of Hours Housing Service, offering housing advice and sourcing emergency accommodation, if required.	☐	
Full driving licence and use of a vehicle.	☐	
<b>3. EXPERIENCE</b>	<b>ESSENTIAL</b> ☐	<b>DESIRABLE</b> ☐
Experience of working in a focused environment.	☐	
Experience of efficiently utilising and resources to achieve demanding	☐	
goals and meet tight deadlines. multiple stakeholders to achieve successful results.	☐	

The ability to work manage and organise own tasks, while actively identifying and solving	☐	
problems.	☐	
being creative to solve complex issues	☐	
within diverse communities	☐	
negotiation, diplomacy skills and the	☐	
ability to influence others.	<b>ESSENTIAL</b> ☐	<b>DESIRABLE</b> ☐
Knowledge of the Reduction Act 2017 and associated legislation and guidance.	☐	
A sound knowledge of current legislation related to the acquisition and leasing of property used as TA and PRS	☐	
Housing. (Tenant)	☐	
An understanding of the needs homeless households in temporary accommodation.	☐	
Knowledge of repairs and health safety obligations relating to temporary accommodation and standards in the private sector.	☐	
framework agreements – approved lists		☐
Competent in using Microsoft Office, applications and in house database systems.	☐	
Ability to work with others to excellent performance.	☐	
Ability to communicate effectively, to face, in writing and by telephone with	☐	
different groups.	☐	
building productive working relationships and effectively managing	☐	
challenging customer behaviours.	☐	
workload whilst at the same time work effectively as part of a team.	☐	
Can demonstrate initiative in on existing processes to achieve best value for the Council	☐	

## **Our values**

### **Respect**

We appreciate what makes us different and include everyone.

- We recognise that we all have unique talents, skills and experiences.
- We provide a professional service to our residents and colleagues and lead by example.
- We celebrate diversity and ensure our working practices are inclusive.

### **Collaborative**

We believe in the power of working together.

- We work collaboratively as one council.
- We promote creativity and innovation to improve outcomes for all.
- We recognise the strength of sharing knowledge and experience.

### **Efficient**

We deliver the best possible outcome by carefully managing our resources.

- We are empowered to deliver the most efficient outcome.
- We harness new technology and tools to deliver our services efficiently.
- We look after our finances and maximise value for money for residents.

### **Integrity**

There is no gap between what we say and do.

- We choose what is right over what is easy.
- We trust and support each other to get the job done.
- We are responsible and accountable for our actions, both good and bad.

### **Open and honest**

We are transparent in the actions and decisions we take.

- We provide a safe space to have truthful discussions in a positive way.
- We encourage constructive feedback without fear of judgement.