



# HILLINGDON

LONDON

Job Profile

August 2025

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<b>JOB TITLE:</b>	Home Finder Manager
<b>GRADE:</b>	POC
<b>POST NO:</b>	Post specific
<b>JOB TIER:</b>	3
<b>DBS CHECK:</b>	Enhanced
<b>DIRECTORATE:</b>	Residents Services
<b>SERVICE:</b>	Housing Needs and Homelessness
<b>Reports to:</b>	Accommodation Service Manager
<b>Direct Reports:</b>	Up to 8
<b>Indirect Reports:</b>	Post specific

**ROLE PURPOSE:**

Management of Home Finder Team ensuring agreed team plans and performance targets are delivered and that a culture of 'putting our residents first' is maintained.

The primary purpose of the Home Finder Manager is to negotiate with managing agents and landlords to secure and renew various types of Temporary Accommodation (TA) and Private Rented Sector (PRS) Accommodation, ensuring the needs of homeless residents, for whom the Council has statutory responsibility, are met.

The Home Finder Manager will provide strong leadership and management to the Home Finder Team ensuring that the provision of TA and PRS housing meets both demand and quality standards. Overall responsibility for ensuring that all new TA and PRS housing acquired is in accordance with established policies and procedures.

Responsible for monitoring, maintaining, and executing all duties to achieve procurement targets within specified timescales. Ensuring all properties are compliant, of high quality, and meet our property standards.

## 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'.
- Contribute to and lead as required on the delivery of the five commitments to residents from the Council Strategy.
- Accountable for the provision of an efficient, effective and resident focused service to customers.
- Act as operational lead on maximising the potential for 'self-service' options and automation across the service.
- Positively influence the resident experience and journey using learning and feedback mechanisms.

### 2. People Management

- To be responsible for the selection, development and performance of the Home Finder Team in line with the Council's HR policies.
- Lead, inspire, and develop the Home Finder Team to achieve high standards of customer care. Ensure that work is closely monitored and conducted in accordance with legislation, guidance, and the Council's policies and procedures.
- Ensure all staff within the Home Finder Team are thoroughly knowledgeable about relevant legislation, updated on best practices and case law developments, and that a comprehensive induction and training programme is successfully implemented.
- To ensure all team members receive the appropriate level of communication to maintain engagement with the Council's vision, priorities and activities.
- To be responsible for maintaining a safe and healthy working environment in line with Health & Safety at Work Act (1974).
- Oversee and develop the Home Finder Team by conducting regular supervision, regular appraisals, setting targets, monitoring progress, auditing casework, and assessing training needs to achieve and maintain high performance standards.

- Provide advice and guidance to staff in relation to complex areas of work related to the function.
- Regularly monitor and review staff and team performance, collaborating with them to enhance efficiency, innovation, and overall performance in alignment with Council Vision and Council Strategy.
- To ensure officers are rigorous in the recording of data on IT systems to ensure accurate statistical data is reported and maintained.
- Ensure compliance with organisational requirements for Data Protection, Risk Management, Safeguarding, and other legal and statutory requirements along with best practice and general duty of care.
- Cultivate an empowering environment by recognising and developing future leaders within the team, while promoting professional growth.
- Thrive in a dynamic environment by leading a team to meet targets and service objectives amidst competing priorities. Continuously enhance within existing resources the service, adapting to evolving needs and integrating digital solutions.
- To advise and give guidance to staff on points of Housing Law and the Council's policies and procedures related to homelessness.

### **3. Operational Service Delivery**

- To ensure Home Finder Officers prevent and relieve homelessness by sourcing and securing suitable TA and PRS accommodation for residents.
- Develop a thorough understanding of the Borough's PRS and foster strong relationships within the PRS market. Enabling residents to access private rented housing options within the Borough effectively.
- Maintain the capability to secure emergency accommodation swiftly, ensuring that suitable housing is promptly sourced to meet the needs of the Housing Needs and Homelessness service and other departments.
- Monitor, maintain, and execute all duties to achieve procurement targets within specified timescales. Conduct condition inspections and inventories of accommodations.
- Ensure that accommodation meets or exceeds quality and safety standards in compliance with legislative requirements. Ensure that team members are fully informed of and adhere to all relevant statutory, regulatory, professional, and corporate standards, as well as Council values and the code of conduct.
- Ensure condition inspections of accommodations and visit managing agents to build and maintain relationships. Carry out housing suitability assessments

in accordance with homelessness legislation, codes of guidance, policies, and procedures. Work closely with the Accommodation Manager, to ensure the correct and timely set up of rental payments to managing agents and landlords.

- Leverage market insights and expertise to propose and negotiate rental rates for all categories of TA, PRS housing.
- Oversee the procurement of temporary and privately rented housing, ensuring that the properties acquired are of the appropriate size and type to meet service requirements.
- To provide and ensure direct reports are able to provide comprehensive advice to applicants on the full range of housing options available to them.
- Maintain and update accurate information and records and generate reports on statistical and management data regarding the housing needs of homeless cases within the Borough, along with any other relevant information or records as required.
- To ensure that new tenants have the necessary information and assistance to enable them to settle in quickly to their new homes.
- Continuously assess the performance and sustainability of procurement contracts and providers, identifying opportunities for improvement wherever possible.
- Supervise and ensure the timely and efficient return of all types of temporary and privately rented housing.
- Actively contribute to the overall enhancement, efficiency, and effectiveness of the service.
- Take responsibility for responding to service requests including formal Complaints, Members Enquiries and Freedom of Information requests related to the area and demonstrate learning outcomes. Take part and lead on Ombudsman investigations as required.
- Cultivate and sustain positive relationships with both potential and existing accommodation providers.
- Develop and produce monthly monitoring statistics to inform strategic forecasting and budget planning.
- Engage with providers to convert tenure types, ensuring the provision of Temporary Accommodation (TA) and Private Rented Sector (PRS) housing is as cost-effective as possible.

- To attend meetings as a representative of the Council to advise on appropriate courses of action to resolve housing issues, particularly in relation to allocations and housing needs issues.
- Actively engage in cross-functional working groups focused on policy changes, health and safety, data protection, major projects, and the development of new policies and procedures to effectively guide staff.
- Work flexibly in line with organisational requirements, including working from designated local hubs as part of regular working arrangements.

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

- Ensure that an annual Team Plan, aligned to the Group / Service Plan(s), is developed, agreed and communicated to team members in a timely manner.
- Ensure clear Service Level Agreements (SLA's) are in place where appropriate, covering all aspects of service delivery with performance and response levels, together with the escalation process if SLAs are not met.
- Maintain a current service workforce plan including a succession plan for all key roles within own team.
- Develop and review operating procedures and guidance on the functions of the team and accurate, up-to-date information relevant to the areas of responsibility, having regard to Council policy and ensure that these are understood, accessible to, and followed by staff.
- Ensure a culture of learning is embedded within the Team making best use of resident feedback, service requests and complaints.
- Develop, maintain, and implement a Business Continuity Plan within the area of responsibility as needed.

#### **5. Financial & Resource Management**

- To take responsibility for the effective management of the allocated department / team budget, and savings targets.
- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- To ensure that all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council's agency contracts.
- Foster and advocate for cross-team collaboration to ensure the delivery of exceptional services to residents.

- Work closely with the Head of Allocations and Accommodation to financially model new schemes and initiatives.
- Ensure timely and accurate payments to TA and PRS housing suppliers, optimising efficiency and effectiveness in the payment process.
- Maximise the contributions from early intervention and tailored support to demonstrate cost avoidance.
- Recognise the potential for transferring costs and liabilities onto other services and respond by adapting and tailoring support to contain pressures.
- Be accountable for managing the council's resources efficiently and complying with statutory requirements. This includes managing time effectively, avoiding unnecessary waste, and promoting the reuse and recycling of resources to minimise personal impact. Monitor financial performance, deliver within budget, and seek savings and efficiencies by exploring opportunities to secure funding where appropriate.
- With the Head of Allocations and Accommodation and the Finance team, create and manage annual budgets and financial forecasts related to the service, ensuring accuracy, regular monitoring and driving value for money.

## **6. Service Improvement**

- Implement continuous monitoring of team and individual performance and productivity to ensure the delivery of Service Level Agreements (SLA's) are maximised.
- Manage the implementation of improvement initiatives and change programmes using the Council's project management, service improvement methodologies and operating model.
- To lead and coordinate service reviews and improvement projects as required.
- Contribute and where required lead the preparation for internal and external inspections, audits, service reviews, improvements, and special projects, ensuring successful change management throughout the process.
- Take a lead role in continuously developing the service to meet the needs of residents and effectively deliver service improvements.
- To undertake appropriate management and professional training to maintain professional competence and continual personal development.
- Take a leadership role or actively participate in the development and implementation of new systems, processes and projects for the Home Finder Team and across the council as required. Ensure these initiatives promote efficient operations and deliver the best outcomes for both residents and staff.

- Develop and achieve performance targets and improvement plans for the area, emphasising continuous improvement and value for money. Ensure that a performance-driven culture is cultivated and maintained within the team.
- Work with Business Intelligence Team to establish meaningful business intelligence reports utilising Power BI to support rigorous analysis of performance information that drives service improvement.
- Collaborate proactively with colleagues to research, develop, and evaluate consultation methods, including resident focus groups and satisfaction surveys. Use this information to enhance the quality of the service provided.
- Ensure the precise collection and analysis of data related to the work of the Home Finder Team. Use this information to monitor performance, forecast future service needs, and implement agreed improvements.
- Contribute and where required lead the preparation for internal and external inspections, audits, service reviews, improvements, and special projects, ensuring successful change management throughout the process.

## 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

- Initiate and influence relationships with and between key stakeholders - Members, Heads of Service, Assistant Directors, Directors, Corporate Management Team and Partners.
- Engage regularly with key members of the Senior Management Team in Homes and Accommodation and across the Council.

## **8. Additional Responsibilities**

- Adopt a collaborative and supportive approach, maintaining up to date professional knowledge and providing advice and assistance to colleagues across Residents Services.
- To manage a varied and heavy workload in an environment of constantly shifting priorities, including complex legislative changes, operational and financial demands.
- Contribute to a range of interagency, regional and national forums to positively influence efficiency, service delivery approaches and practice for the benefit of residents.
- Deputise for the Head of Allocations and Accommodation as required.
- Contribute and lead on the delivery as required on 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.
- Contribute to and participate in Out of Hours and Emergency Response rotas for the Council, as required.
- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

## **9. Key Performance Indicators**

- Deliver the agreed Personal Appraisal Goals.
- Deliver and develop agreed team plan targets.
- To write, agree, deliver KPIs as part of the assigned work programme, monitoring non-performance and outlining actions for improvement.
- Contribute to good performance on relevant KPIs both local and statutory.

- The post holder is responsible for the KPI's relating to the service performance, the effectiveness and efficiency of delivery, and to support all other KPIs as identified jointly between the position holder and line manager.

**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 Manager

This person specification will be used for recruitment to this vacancy of **Home Finder Manager** 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> □
Educated to degree level in a discipline or able to demonstrate significant	□	
comparable experience. qualification commensurate with the role or	□	
be working towards / willing to obtain a management qualification. Or relevant		
equivalent management experience. development.	□	
<b>2. STATUTORY or ROLE SPECIFIC REQUIREMENTS</b>	<b>ESSENTIAL</b> □	<b>DESIRABLE</b> □
Able and willing to work outside normal hours, including attendance at evening and weekend meetings and events as required.	□	
Including working flexibly from designated local hubs as part of regular working		
Emergency Out of Hours Housing Service, offering housing advice and sourcing emergency accommodation, if required.	□	
Contribute to and participate in Out of and Emergency Response rotas for the Council, as required.	□	
Full driving licence and use of a vehicle.	□	
<b>3. EXPERIENCE</b>	<b>ESSENTIAL</b> □	<b>DESIRABLE</b> □

Experience of working in a housing environment and sourcing TA and PRS housing.	<input type="checkbox"/>	
Demonstrable experience of the effective of time and resources to meet challenging targets and deadlines.	<input type="checkbox"/>	
Proven experience in successfully enquiring from Members, and MPs.	<input type="checkbox"/>	
Experience of collecting data, reports, and producing complex management information and performance indicators.	<input type="checkbox"/>	
Proven experience working effectively a multi-disciplinary environment and in partnership with other agencies to meet resident's needs.	<input type="checkbox"/>	
Proven track record of enhancing delivery to customers.	<input type="checkbox"/>	
<b>4. KNOWLEDGE &amp; SKILLS</b>	<b>ESSENTIAL</b> <input type="checkbox"/>	<b>DESIRABLE</b> <input type="checkbox"/>
Knowledge of Homelessness Reduction 2017, and associated legislation and guidance.	<input type="checkbox"/>	
Knowledge of Housing Law (Landlord Tenant)	<input type="checkbox"/>	
Ability to strategically plan, optimise utilisation, and manage budgets effectively to deliver high-quality services.	<input type="checkbox"/>	
governing the acquisition and leasing of properties for use as Temporary Accommodation (TA) and Private Rented Sector (PRS) housing.	<input type="checkbox"/>	
Knowledge of procurement rules, agreements – approved lists.	<input type="checkbox"/>	
Understanding how local and national influence procurement activities.	<input type="checkbox"/>	
Able to develop project plans, manage development including project monitoring and evaluation.	<input type="checkbox"/>	
persuading and negotiating skills with a variety of stakeholders, at all levels on issues of complexity and sensitivity.	<input type="checkbox"/>	
housing supply issues at both local and regional levels.	<input type="checkbox"/>	

Proven ability to share knowledge, skills, best practices within the service area to ensure continuous improvement and effective service delivery.	☐	
Council within a range of professional meetings.	☐	
Ability to use Microsoft Office including use of databases.	☐	
Ability to write reports and present reports different audiences, such as Members, Senior Management Team, Partners etc.	☐	
Proven ability to work independently and part of a team, efficiently managing workloads, prioritising tasks, and adopting a flexible approach to changing and competing demands.	☐	
improvement that enhance the customer journey and drive operational efficiencies.	☐	
Proven ability to take control of situations with residents and external agencies, including diffusing and managing difficult, demanding, and challenging resident behaviour.	☐	

## **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.