**London Borough of Bexley**

**Job Description Questionnaire**

**Management Group: Place**

**Department/Section: Housing**

**Job title: Housing Resettlement Team Leader**

**Reports to: Service Manger ~ Sustainable Housing**

**Post holders name (if applicable):**

**Bexley level 14**

**Working Hours Monday to Friday 36 hours per week**

**Purpose of the Job**

At Bexley, we are committed to transforming our housing services to strengthen homelessness prevention, reduce reliance on temporary accommodation, and minimise rough sleeping across the borough.

We are looking for a knowledgeable and enthusiastic **Housing Resettlement Team Leader** to lead the day-to-day operations of the Housing Resettlement Team. You will be responsible for managing and motivating a team of Resettlement Officers, driving the procurement of private sector accommodation and supporting tenancy sustainment.

You will be passionate about delivering a high-quality, customer-focused housing service that meets the needs of both clients and landlords, while enhancing Bexley’s reputation. With strong leadership, communication, and negotiation skills, you will bring energy and innovation to the role—ensuring the team consistently meets and exceeds performance targets.

You will lead with integrity and resilience, fostering a culture of accountability and excellence. Your team will be known for delivering timely, high-standard outcomes in line with legislation and the Council’s policies and procedures.

**Principle Accountabilities and Responsibilities**

* Provide full oversight of the resettlement function, ensuring all procured properties are compliant, and tenant placements are appropriate, suitable, and affordable to enable lawful discharges of housing duties.
* Deliver a high-quality advice, lettings, and tenancy sustainment service that maximises move-on opportunities for households in temporary accommodation.
* Promote early intervention by working collaboratively with other housing teams to support prevention and relief efforts at the earliest stages of homelessness.
* Manage staff performance, attendance, and wellbeing through regular supervision, effective leave and sickness management, and adherence to organisational policies.
* Investigate and respond to complaints and representations in line with Bexley’s procedures.
* Build and maintain strong working relationships with internal departments and external partners, staying informed of legislative changes and best practice.
* Ensure safeguarding, risk management, and service delivery are compliant with statutory regulations and codes of practice.
* Lead regular team meetings, communicate legislative updates, set objectives, and ensure adherence to all processes and procedures.
* Monitor and authorise financial transactions including bonds and incentives, ensuring accurate records, budget compliance, and cost recovery from landlords.
* Maintain up-to-date and accurate records on properties, landlords, and service delivery, and provide detailed reports as required.
* Ensure team members provide expert advice to landlords on welfare reform, benefit caps, property standards, and tenancy management, promoting good practice.
* Oversee tenancy sign-ups and sustainment processes to ensure successful and lawful use of assured shorthold tenancies.
* Stay informed on changes in housing legislation, welfare reform, and landlord-tenant law, and cascade relevant updates to the team.
* Foster effective joint working with other Council services and stakeholders to resolve complex cases and ensure coordinated service delivery.
* Lead negotiations with landlords and agents to prevent evictions and support tenancy retention.
* Ensure a responsive, high-quality customer service experience across all communication channels, including calls, emails, and complaints.
* Promote the private rented sector as a viable and sustainable alternative to social housing, supporting independence and reducing temporary accommodation use.
* Implement and monitor performance management systems to track progress against local and corporate targets.
* Contribute to the development and review of policies and procedures, ensuring legal compliance and alignment with best practice.
* Identify and support improvements in ICT systems and service delivery tools.
* Ensure the security and appropriate use of data systems, including remote working tools.
* Undertake any other duties as required by the service or as directed by the Service Manager.

*This job description sets out the main result areas of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.*

**PERSON SPECIFICATION ESSENTIAL DESIRABLE**

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|  | Essential | Desirable |
| **Qualifications** | Good standard of General education, including excellent levels of numeracy and literacy.    CIH Housing Qualification or extensive relevant Housing experience and a commitment to qualify.  Evidence of continued personal development | Educated to degree level |
| **Knowledge** | Excellent current and working knowledge of private sector housing law and legislation.  HHSRS health and safety rating system and other health and safety regulations relating to the letting of private sector tenancies.  Knowledge of current housing legislation and best practice.  Knowledge of current immigration legislation. | Membership of a professional body (CIH) or other relevant body |
|  | Working and up to date knowledge of statutory and regulatory requirements relating to the portfolio including landlord and tenant law, and private sector housing market and contracts.  Knowledge of suitability and affordability assessments to ensure property offers are suitable and affordable and would be upheld in a Review. |  |
| **Experience** | Proven experience of shaping services and delivering outcomes in an environment of change.  Proven experience of managing staff, monthly supervision, developing and empowering staff to their full potential.  Proven experience of interrogating data and analysing and providing monthly statistics. |  |
|  | Experience of managing budgets, including the ability to undertake financial planning, financial analysis and budgetary control. |  |
|  | Proven experience of collaborative working and how to build effective partnerships. |  |
|  | Experience of working effectively with elected Members and in partnership with other agencies including the voluntary sector and private landlords |  |
|  | Relevant experience of senior officer obligations in a local authority or social/private housing sector environment |  |
|  | Experience of Local Authority procurement experience and excellent knowledge of the whole process |  |
|  | Experienced ability to lead a productive working environment where staff are clear about expectations and committed to the vision, goals and expectations of the organisation and service. |  |
| **Aptitude & Skills** | Ability to manage and lead a team effectively ensuring team members are performance driven and able to meet targets and outcomes in accordance with organisational requirements |  |
|  | Excellent and effective communication (verbal and written) and negotiation skills at an internal and external level |  |
|  | Ability to produce sound evidence-based strategies within the team |  |
|  | Customer orientated in the delivery of the housing service and the ability to be pro-active and go the “extra mile” |  |
|  | Ability to develop and maintain effective partnerships with a wide range of stakeholders as well as communicate ideas and issues effectively to several stakeholders in a range of circumstances. |  |
| **Expected Behaviours & Values**  Organised, motivated, committed and target driven.  Be able to set and maintain the highest standards within the team, to build professional relationships with team members, customers, colleagues and other external contacts.  Flexible and proactive with a open-minded approach to developing services and sustain relationships with landlords and letting agents. Implementing creative solutions and leading on landlord shows and advertising schemes to increase the team portfolio.  Seek, encourage and recognise ideas, initiatives and improvements to deliver better services, actively implement these initiatives.  Lead from the front, ensuring transparency and communicating in a straightforward open way, including any investigation relating to staff discipline and liaising with HR and upper management.  Build a strong network of collaborative relationships internally and externally.  Take quick confident decisions, to move things forward to meet organisation goals.  Make strong, timely decisions in a fast-moving environment.   |  |  | | --- | --- | |  |  | | | |
| **Equal Opportunities** | Equal Opportunities Understand and demonstrate a willingness to promote positively Equal Opportunities  Undertake all mandatory training relevant to the role and be responsible for your own Continuing Professional Development  You will assist and oversee colleagues with induction, training and development of new staff and the section by training on I.T. systems and through mentoring, job shadowing and/or presentations.  Full clean driving license needed as this post may require you to travel in order to undertake inspections or carry out visits. | |
| **Training**  **Car and Driving License** |