

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Procurement and Lettings Solutions Officers	Grade: PO1
Section: Temporary Accommodation Team	Directorate: Resident Services
Responsible to following manager: Deputy Procurement & Lettings Solutions Manager	Responsible for following staff: None
Post Number/s: RWH5035	Last review date: August 2026

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

Job Purpose

Responsible for the procurement of properties for the Council's Leasing and Rent Deposit Schemes to assist in the discharge of the Council's homeless duties.

Specific Duties and Responsibilities

1. To work with potentially homeless clients and identify property solutions to prevent temporary accommodation admission and assist with the profiling of homeless households to ensure suitable procurement.
2. Where responsible for the allocation of private accommodation, ensuring offers are made in line with the Homelessness Reduction Act 2017 and adhering to Schedule 3 of the Suitability Act 2012
3. Negotiate with landlord/agent the terms of which the Council will procure continuous supply of properties within approved procedures ensuring that they deliver value for money. To have extensive contact with landlords and clients, to promote the various Council schemes to ensure supply
4. Research and implement cost effective rehousing solutions and opportunities to assist clients, including exploring opportunities out of London and assisting with profiling homelessness households to ensure suitable procurement.
5. Responsible for administering, promoting, and developing the Councils' various housing procurement initiatives and mobility schemes; focusing on developing links and partnerships with private sector landlords and letting agents as well as other providers of housing to increase the supply of suitable accommodation to meet various housing duties and powers for households who are homeless or at risk of homelessness.
6. To provide any ongoing necessary support and advice for the landlords who have accepted referred applicants for the purpose of tenancy sustainment and homelessness prevention.
7. Ensure that appropriate performance and accurate budgetary information is maintained, acts as a verification officer, in line with applicable guidance from the Director of Finance and/or Head of Audit, for the purposes of confirming the authenticity of documents provided in support of claims for Local Housing Allowance

8. Accompany applicants to view potential properties which have been identified and assess the property to ensure it will meet their needs. To be present and provide support at the signing of a tenancy agreement to ensure the service users fully understand their responsibilities as a new tenant. To attend home visits as and when required, in line with our tenancy sustainment services.
9. To develop, implement and keep under review the communications plan to ensure our schemes are regularly promoted and have an active presence on social media and other platforms.
10. Responsible for the procurement of private sector accommodation within statutory guidelines, under each Councils' sovereign housing duties and Homeless Code of Guidance-
11. Responsible for inspecting properties in and outside of the boroughs, assessing physical conditions in line with the Housing Health & Safety Rating System. Where works are identified liaise with landlord/agent to bring property up to statutory standard.

Generic Duties and Responsibilities

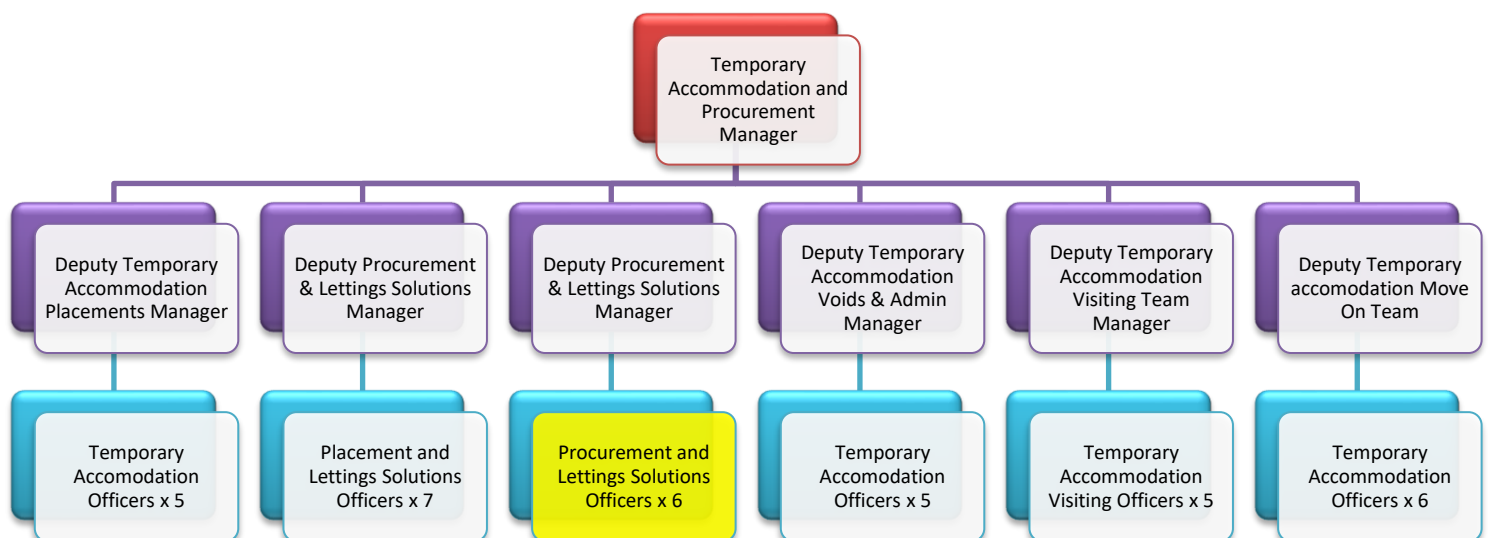
- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the 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 the role.

- To maintain a working knowledge of the Welfare Reform Act 2012, with a key focus on the benefit cap and implications on assessing affordability when mobilising applicants.
- To proactively publicise and explore for new business by way of agent visits, cold calling, attending landlord-focused events as well as other methods in line with our comms plan. Maintaining key links with current landlords and agents to ensure a regular supply of properties.
- Maintaining an up-to-date knowledge of the private housing market with particular focus on London but also beyond.
- Develop good practice for landlord management, including arranging landlord events and developing a knowledge hub

Additional Information

- To be able to carry out property inspections and viewings
- To be part of a duty team
- Must have use of motorised transport and be able to carry out visits and/or be able to carry out visits using public transport
- To work outside of normal working hours to cover emergencies
- To be able to work with vulnerable applicants
- As and when directed in response to service needs and or service needs to undertake the duties of an officer on property management and allocation team.

Team structure



Person Specification

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Responsible to: Deputy Procurement & Lettings Solutions Manager	Responsible for: None
Post Number/s: RWH5035	Last Review Date: August 2026

Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Working knowledge of complex legislation applicable with particular experience with homelessness legislation, case law, welfare benefits and Landlord and Tenant Law.	Y		A/I
Welfare Reform in context of role – benefit advice to ensure rehousing solutions	Y		A/I
HHSRS/ Health and Safety property inspections		Y	A/I
Experience	Essential	Desirable	Assessed
Working with Landlords and Agents to deliver private sector properties for the use of Temporary or settled accommodation.		Y	A/I
Able to work effectively with minimal supervision, using own initiative.	Y		A/I

Able to thrive in a fast-paced environment as part of a team.	Y		A/I
Able to adapt quickly managing competing priorities.	Y		A/I
Complex Homelessness and Landlord and Tenant legislation.	Y		A/I
Housing Health and Safety Property inspections		Y	A/I
The ability to communicate mediate and negotiate effectively, in writing and verbally, with applicants, landlords, letting agents, other teams and external agencies.	Y		A/I
Excellent organisation skills – Able to manage own workload, maintain records and arrange inspections in a timely manner.	Y		A/I
Skills	Essential	Desirable	Assessed
Strong negotiation skills	Y		A/I
Excellent communication skills	Y		A/I
Organisational skills	Y		A/I
Qualifications	Essential	Desirable	Assessed
Housing studies and HHSRS desirable		Y	A/C

A – Application form / CV

I – Interview

T – Test

C - Certificate