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a safe place to  
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Company Limited by Guarantee number 1741926  
Charity Number 287779  
Registered in England as Single Homeless Project



Single  
Homeless  
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**Job title:** Housing Procurement Officer

**Delegated Authority:** Level 8

**Team:** Lambeth PRS Resettlement

**Responsible to:** Team Manager

**Responsible for:** N/A

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## Job purpose



The Procurement Officer will be responsible for developing new housing pathways for the Lambeth PRS Resettlement Service, increasing the volume of properties being made available to the service.

The role will be required to source Private Rented Sector (PRS) properties by developing new partnerships with a variety of housing providers to increase the stock of properties available to our clients, so they are able to move on in a meaningful way out of their current support provision.

The procurement officer will not have an allocated caseload but will be required to work with anyone ready to move into their own accommodation. The identification of move-on ready individuals will be done in conjunction with the Managers of the service and the front-line workers.

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## Key accountabilities



### **1.0 Referrals, Assessment and Support Planning**

- 1.1. To deliver support using a strengths based model with clear defined support objectives outlined leading towards agreed goals.
- 1.2. To ensure that support is focused on achieving defined outcomes, namely the accommodation of clients and the sustainment of subsequent tenancies.
- 1.3. To provide guidance and support to the team on relevant housing and welfare Legislation.

### **2.0 Procurement of Accommodation**

- 2.1 To source Private Rented Sector Accommodation for the service including building and maintaining relationships with letting agents and landlords.
- 2.2 To develop partnerships with a range of accommodation providers to meet the needs of the service and its clients, including but not limited to supported housing providers, social/registered landlords and other third sector providers.
- 2.3 To ensure that all procured accommodation complies with relevant health and safety and building control regulations.
- 2.4 Maintaining a up to date and current knowledge of changes in legislation relevant to local authority housing assistance, welfare reform and other key areas that impact on our clients lives.

### **3.0 Developing and Maintaining ongoing relationships**

- 3.1 Providing a point of contact for landlords to discuss concerns in relation to the way tenancies are being conducted and advocating on behalf of both Landlord and client according to where any responsibility for tenure breach sits.
- 3.2 To maintain contact with tenants and landlords after being accommodated and gather supporting evidence where the tenancy has been sustained.
- 3.3 To work effectively with external agencies in Lambeth to ensure clients are accommodated at the point of referral, where appropriate, and are receiving effective wraparound support.

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## **4.0 Homeless Relief and Tenancy Sustainment**

- 4.1 To provide regular updates to the team about a range of accommodation options for the service
- 4.2 To ensure that the properties being sourced are relevant for the client group through regular communication with the team
- 4.3 To ensure that all necessary support is in place to improve the chances of the client sustaining their tenancy including signposting and attending appointments if appropriate.

## **5.0 Information Management**

- 5.1 Produce, maintain and record accurate, relevant and up to date information including recording all contacts with clients appropriately to promote effective service delivery and evaluation. Ensure recording systems are up to date for periodic service reviews and service development and that client information is recorded in line with the GDPR.
- 5.2 To ensure the timely and effective recording of information required to evidence client outcomes, contacts and any other related Key Performance Indicators for the service.
- 5.3 To comply with and follow any information management processes or procedures within SHP and externally if using partnership agencies databases/systems.

## **6.0 Health and Safety**

- 6.1 To be aware of the roles and responsibilities and work in accordance with SHP's and legal guidance around health and safety at work. To take responsibility for the safe working of self and others and to ensure that local procedures around Lone Working and Fire are followed.

## **7.0 Teamwork and personal development**

- 7.1 To be flexible, to share skills and knowledge and support colleagues both internally and externally.
- 7.2 To participate in team meetings, supervisions, performance reviews and training by being fully prepared, ready to share and discuss ideas and offer solutions.
- 7.3 To take responsibility for personal on-going development and learning.

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## Technical and professional know-how needed for position

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**When completing your application, you will be required to address (using examples) some of the points below**

### **Experience and Knowledge**

- Experience of building and maintaining relationships with landlords and lettings agents in the private rented sector and/or other types of housing provider.
- Experience of delivering high quality, structured and time limited interventions that have relieved or prevented homelessness.
- Experience of working within a strengths and recovery based model. Proactively engaging and motivating client to move towards an appropriate level of independence and inclusion.
- An up to date working knowledge of welfare benefits and reform and its relation housing as well as a good understanding of tenure law. An ability to advise others as and when needed.

### **Skills and Abilities**

- Ability to co-ordinate the work of a number of individuals or agencies to get tasks completed to time and to specification.
- Ability to work in close partnership with external agencies and effectively liaise with a range of service providers or agencies in order to establish or improve services for clients.
- Ability to be self-motivating, work under pressure, and manage time effectively, prioritising different areas of work according to need.
- A good level of numeracy, literacy and comprehension to prepare and maintain case records, communicate in writing with other agencies and analyse written and numerical information.
- Willingness to work flexibly in response to changing organisational requirements and work outside of office hours on occasion.