Homeless Prevention & Relief Officer

Reigate & Banstead Borough Council

Location: Town Hall, Reigate

Salary: £35,820 - £41,925 per annum, dependant on experience

Basis:Permanent Full time - 36 hours per week

**About the Role**

In this fast paced and exciting role, you will make a difference for our residents who are homeless or at risk of homelessness and in housing need. Our Homeless Prevention & Relief Officers are on the frontline in proactively working with households facing homelessness to sustain their accommodation where possible or assist with securing alternative accommodation.

You will be responsible for managing your own caseload and providing excellent customer service to our residents. You will carry out detailed case work investigations and issue statutory decision letters in line with current homeless legislation. You will support our most vulnerable residents at a time of crisis, working with and empowering them to resolve their threat of homelessness. You will be responsible for covering daily operational duties, including town hall cover, assisting with housing advice emails, triage phone line and any other duties and town hall cover on a rota basis.

You will be working with a friendly, supportive, positive and diverse housing team. We will provide you with a wealth of training opportunities. At Reigate & Banstead we work in partnership with professionals where we aim to prevent homelessness at the earliest opportunity.

The work is fast paced, and no two days are the same. We are proud to be an innovative and forward-thinking team who constantly strive to develop best practice to support residents.

**About the Person**

You must have excellent verbal and written communication skills, be an outstanding team player and be able to work on your own initiative. A commitment to providing high standards of customer service, with the skill and discipline to deliver this across a varied workload and to work to deadlines are essential.

We are looking for a positive, supportive, flexible and innovative person that can engage well with households experiencing housing need. You will be a colleague with an outstanding commitment and enthusiasm in supporting our most vulnerable residents.

You will have detailed knowledge of Part VII Housing Act 1996 (as amended) and experience of working in a busy front line housing service. You will provide comprehensive housing advice to households with a range of circumstances. You will interview clients, assess their circumstances, decide what statutory duties may be owed, and identify their housing options. You will work collaboratively with other partners including housing associations, domestic abuse support services, private landlords, police, social services, substance treatment agencies and other relevant stakeholders.

The role is largely Town Hall based at our modern offices in Reigate as well as visiting residents in the borough. Some hybrid working, if agreed with the Homeless Relief Team Leader.

Ideally applicants will be familiar with relevant legislation, the benefits system and will have experience of working in a role providing housing advice and/or tenancy support.

**Staff Benefits**

In exchange for your expertise, experience and enthusiasm, we will offer support in continuing your personal and career development, in addition to providing a wide range of employment linked benefits.

We will provide you with:

* Competitive annual leave
* An inclusive and social working environment
* Staff wellbeing activities
* Staff Network Groups
* Hybrid working
* Training and career development
* Modern offices in Reigate town centre
* Contribution of 15% towards the LGPS pension scheme
* Access to a reduced annual ‘Better’ leisure centre membership
* Discounts for local and high street stores
* A cycle lease scheme through salary sacrifice
* Childcare vouchers through salary sacrifice
* Flexible working

**Additional Information**

For an informal discussion about the role, please call Trevor Woolvet, Housing Needs Manager on 01737 276368.

We are proud to support the guaranteed interview schemes for those meeting the essential criteria for the role, under the Disability Confident employer scheme for disabled candidates, and the ‘Veteran’s scheme’ for ex-armed forces candidates.

Closing date: Friday 20 June 2025

Interview date: 16 & 17 July 2025

**Values and Behaviours**

Our great working environment and the values and behaviours of every individual and team in the Council, help to evolve the culture of our organisation to become more commercial, innovative and embracing of change. Successful applicants to our career opportunities will be able to demonstrate they share the values and behaviours we seek in our organisation.

See '[Who we are](http://www.reigate-banstead.gov.uk/info/20044/your_council/915/working_here)' as a council, to find out more about us.

<http://www.reigate-banstead.gov.uk/info/20044/your_council/915/working_here>