

London Borough of Camden Job Profile

Job Title: Rehousing Officer
Job Grade: Level 3 Zone 2
Salary Range: £36,984-£42,526

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all. We want to be bold in supporting the We Make Camden ambition: **Everyone in Camden should have a place they call home.**

Community Investment Programme

Camden's Community Investment Programme (CIP) has built more than 1,000 new homes of which more than 600 are social rent properties. New development proposals and pipeline schemes will deliver a large increase in the number of new homes to be built in the borough. We are proposing to increase our ambitious targets to over 4,850 homes, including 1,800 social rent homes, 350 Camden Living intermediate rent homes as well as new temporary accommodation and hostel beds for people experiencing homelessness. Schemes include large estate regeneration projects such as Agar Grove, West Kentish Town and the Wendling estate as well as supporting residents affected by the construction caused by High Speed 2.

About the role

The post holder will sit within the Development division within Supporting Communities and be responsible for the rehousing of residents whose homes are undergoing some form of redevelopment. Act as the primary point of contact for residents for all re-housing matters and ensure that residents are provided with all information about all aspects of estate regeneration schemes. Ensure that they fully understand how they will be affected and how the Council will support and assist them through the move and regeneration process. Complete housing needs assessments with residents to assess their individual needs and preferences. Ensure that they are given the most appropriate re-housing advice and opportunities, considering their needs and aspirations, their eligibility for assistance under the homelessness legislation, their priority on the housing register, and their ability to meet their housing needs through affordable home ownership and the private rent sector. Provide advocacy and sensitivity for residents, within the application of operational guidelines. Ensuring positive outcomes for the residents and ensuring they receive the necessary level of care and support.

The post holder will be expected to assist and sometimes lead on the rehousing of residents affected primarily by HS2 construction site, specifically Cartmel, Coniston and Langdale blocks, the scope of the role includes assisting and overseeing the rehousing of all residents and the buybacks of residents and nonresident leaseholders of these blocks. Provide support to the Project Team in the successful delivery of the estate regeneration schemes and provide regular progress and other required reports to the strategic rehousing lead and the head of the CIP program office. The post holder will be expected to assist and oversee with the rehousing of residents undergoing development elsewhere in the borough.

General Accountabilities

- Understanding, knowledge, and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection, and other statutory requirements.
- Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
- Knowledge and experience of using IT.
- To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

About you

- Ability to make clear, consistent decisions that affect resident's care.
- Ability to identify residents' re-housing needs and support requirements and work across departments to ensure that these are in place.
- Ability to build long lasting working relationships with residents and key stakeholders including hard to reach groups and work with them throughout the move process.
- Ability to identify residents' re-housing needs and support requirements and work across departments to ensure that these are in place.
- Information Technology literate with competency in the use of software packages including Word, Excel, Project management and PowerPoint
- Excellent personal, verbal, and written communication skills and the ability to influence a variety of audiences, including landlords, mortgage lenders, Members, and the Council's partners.
- Excellent organizational skills, ability to organize own workload successfully using time management and project management principles.
- Ability to work across departments and services to deliver coordinated service delivery and a full support through the re-housing process
- Good attention to detail and ability to operate to tight deadlines in highly pressured environments.
- Experience of empowering others and will enhance the reputation of the Council.
- Ability to produce statistical reports, which are accurate and easy to understand including numerical skills
- Ability and willingness to work outside normal office hours as required.

Work Environment:

Office based, with periods of time outdoors and visiting residents.

People Management Responsibilities:

The post holder will report to the strategic lead of rehousing

Relationships

The post holder will proactively work across internal departments and with external partners (Children's Services, Adult Social Care, Allocations Team, the Police, mental health practitioners, health professionals and supported housing providers, property) to ensure that everything possible is done to buy back leasehold properties and meet resident's needs.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,