



**Application Guidance -  
Housing Resolutions Team Leader**



## **Welcome**

### **Welcome – Application Guidance – Housing Resolutions Team Leader**

#### **Thank you for your interest in the Housing Resolutions Team Leader role at Brent Council.**

Our Housing Resolutions Team is committed to ensuring residents feel heard, supported and confident that their housing needs will be addressed with fairness and care.

As Team Leader, you will play a key role in supporting this vision, leading a team responsible for managing housing cases, resolving challenges and helping residents secure and sustain suitable accommodation.

This guidance is designed to support you in preparing your supporting statement and understanding the key areas that will be assessed as part of the application process.

Please refer to the full Job Description for the complete criteria. The criteria outlined below will be assessed at application stage.

## **About the Role & Team**

### **Housing Resolutions Team Vision Statement**

A housing service where every resident feels heard, valued, and confident their issues will be resolved with fairness and care.

Communities where housing issues are resolved promptly, transparently, and with lasting positive impact.

A culture that sees complaints not as setbacks, but as opportunities to learn, improve, and build trust.

A service where no resident is left without a voice and no problem is left without a solution.

An organisation recognised for its fairness, openness, and commitment to getting things right the first time.

Homes and communities strengthened through open dialogue, early intervention, and respect for everyone

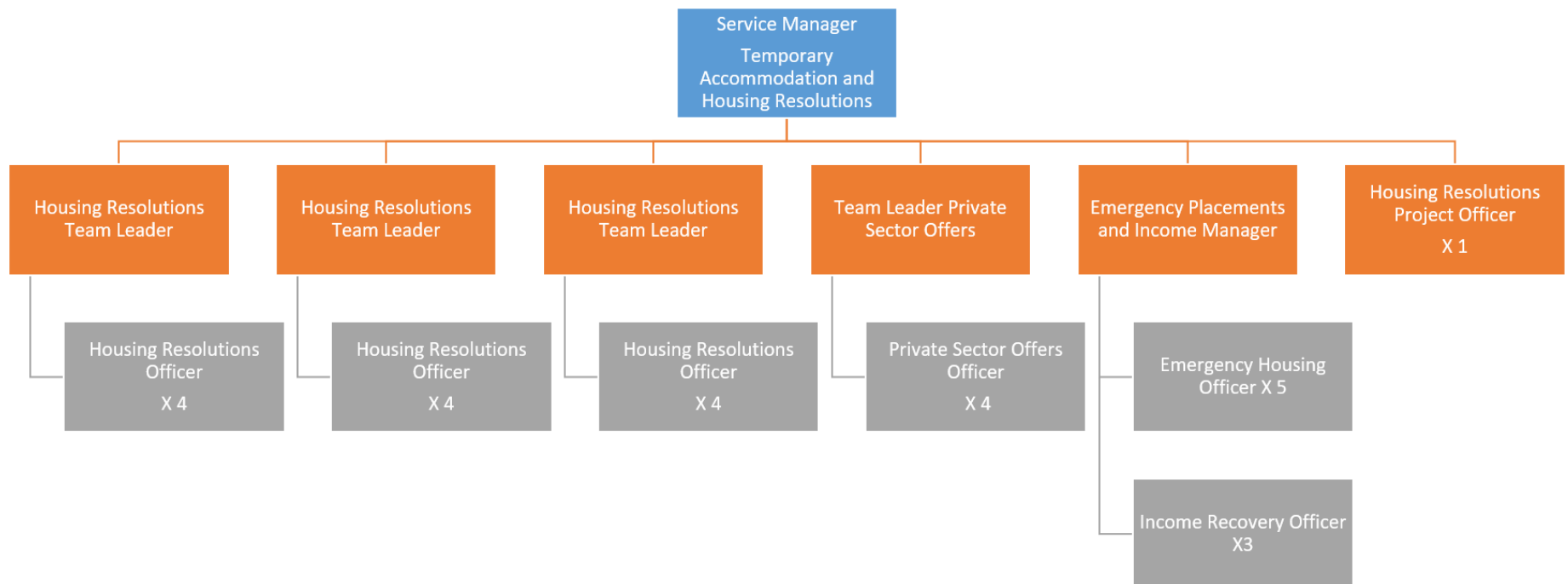
### **Housing Resolutions Officer role definition**

A Housing Resolution Officer is responsible for managing cases for households owed a main housing duty, working to resolve housing issues and support clients in securing and sustaining suitable accommodation.

The role requires proactive case management, maintaining consistent communication with clients, and providing tailored housing advice to ensure they fully understand their options and responsibilities. It also involves building strong relationships with landlords, housing associations, and support agencies to achieve positive, lasting outcomes for residents.

## Team Structure

# Temporary Accommodation and Housing Resolutions Team



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## How to Apply

- **Answer all pre-screening questions** - In addition to answering the questions, candidates should also ensure their supporting statement clearly addresses the criteria **outlined in the supporting statement** guidance below.

**Submit supporting statement** addressing the assessment areas set out below

- **Submit a CV**
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## Supporting Statement Guidance

Your supporting statement should provide clear examples from your professional experience that demonstrate your knowledge, skills and impact in relation to the role and the below criteria.

- Comprehensive knowledge of homelessness and related legislation and case-law
- Comprehensive knowledge of housing needs issues including the allocation of accommodation, housing options and advice
- Excellent knowledge of homelessness and housing supply issues, locally, regionally and nationally and of the provision of suitable accommodation in the private rented sector.
- Experience of effectively managing and developing a front line Housing Needs team
- Able to lead, manage and motivate a team in a highly pressurised environment

- Able to manage performance and budgets
- Ability to effectively lead a team to consistently achieve performance and quality standards
- Clearly demonstrate the ability to undertake project management and planning

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### **Important Note**

Your supporting statement should focus on providing relevant evidence and practical examples that demonstrate how your experience and knowledge aligns with the essential application requirements of the role.

We encourage candidates to focus on the impact of their work, their professional approach and the outcomes achieved.

